

# **CALIFORNIA COOPERATIVE OCCUPATIONAL INFORMATION SYSTEM CCOIS**

**1999 - 2000**

## **OCCUPATIONAL OUTLOOK REPORT FOR ORANGE COUNTY**

A Cooperative Program of the  
Orange County Board of Supervisors  
Orange County Private Industry Councils  
and  
State of California, Employment Development Department,  
Labor Market Information Division  
Internet Web Page: <http://www.calmis.ca.gov>

Jerry Dominguez, Chair  
Orange County Private Industry Council / Workforce Investment Board  
1300 S. Grand Ave., Bldg. "B"  
Santa Ana, CA. 92705  
Internet Web Page: <http://www.oc.ca.gov/csa/spd>

Sheila Mosey, Chair  
Anaheim Private Industry Council  
50 S. Anaheim Blvd., Suite 200  
Anaheim, CA 92805  
<http://www.anaheim.net>

Jon Dietz, Chair  
Santa Ana Private Industry Council  
1000 E. Santa Ana Blvd., Suite 200  
Santa Ana, CA 92701  
<http://www.ci.santa-ana.ca.us/>

January 2000

*For More Information Contact*  
Andrew Muñoz  
Workforce Development Administrator  
(714) 567-7370  
E-Mail: [aamunoz@csa.co.orange.ca.us](mailto:aamunoz@csa.co.orange.ca.us)

Margo Gallagher-West  
Manager, Special Projects & Planning  
(714) 567-7401  
E-Mail: [mwest@csa.co.orange.ca.us](mailto:mwest@csa.co.orange.ca.us)

Tom Cripps  
Research Analyst  
(714) 834-7146  
E-Mail: [tcripps@csa.co.orange.ca.us](mailto:tcripps@csa.co.orange.ca.us)

# BOARD OF SUPERVISORS

**Charles V. Smith**  
Chairman  
First District

**James W. Silva**  
Vice-Chairman  
Second District

**Todd W. Spitzer**  
Third District

**Cynthia P. Coad**  
Fourth District

**Thomas W. Wilson**  
Fifth District

**2000**



## ***Acknowledgments:***

California State University, Fullerton  
Social Science Research Center  
*Gregory Robinson, Ph.D., Director*  
*Jessie Ramirez, Survey Manager and staff*

The Private Industry Councils of Anaheim, Santa Ana, and  
The Orange County Private Industry Council - Workforce Investment Board

State of California, Employment Development Department,  
Labor Market Information Division Staff,  
*Alvetta Covington, Ann Marshall*  
*and many others who provided key assistance*

County of Orange Social Services/CalWORKs Staff

And

**Sincere appreciation is extended to the Employers  
who made this report possible by participating in the surveys.**

---

# TABLE OF CONTENTS

---

	Page
Introduction .....	1
Orange County One-Stop Employment Centers Map .....	2
Guide to the Occupational Profiles .....	3

## Occupational Profiles

• Administrative Assistants .....	9
• Biotechnology Laboratory Assistants .....	11
• Carpenters .....	13
• Computer Engineers .....	15
• Computer Programmers, Including Aides .....	17
• Counter and Rental Clerks .....	19
• Elementary School Teachers .....	21
• Engineering, Mathematical, Natural Science Managers .....	23
• Fiber Optic Technicians .....	25
• Financial Managers .....	27
• Firefighters .....	29
• Food Preparation and Service Workers .....	31
• Insurance Adjusters, Examiners, and Investigators .....	33
• Insurance Claims Clerks .....	35
• Landscaping and Groundskeeping Laborers .....	37
• Lodging Managers .....	39
• Medical Assistants .....	41
• Numerical-Control, Machine-Tool Operators and Tenders .....	43
• Occupational Therapists .....	45
• Pest Controllers and Pest Control Assistants .....	47
• Police Patrol Officers .....	49
• Recreation Workers .....	51
• Systems Analysts, Electronic Data Processing .....	53
• Traffic, Shipping and Receiving Clerks .....	55
• Truck Drivers-Light .....	57

Training Providers for 1999 Surveyed Occupations .....	59
Sample Questionnaire .....	

# INTRODUCTION

The labor market information presented in this Occupational Outlook Report is the result of a collaborative effort between the Orange County Board of Supervisors; the Orange County Private Industry Councils, the State of California Employment Development Department, Labor Market Information Division (EDD/LMID), and the California Occupational Information Coordinating Committee. The EDD/LMID, and the Orange County Job Training Partnership Act (JTPA) funds, as administered by the Orange County Board of Supervisors, provided the funding for this Report.

The Occupational Outlook Report (OOR) is a business resource, which provides current job information and future projections for selected occupations. The OOR may be used as a reference tool for labor market decisions; personnel management; career counseling and selection, and vocational training planning. Community members, based upon specific criteria, selected the occupations surveyed. The goal of the survey is to meet the needs of both the Orange County business community and the job seekers by highlighting the occupations deemed to be the most in demand. Detailed wage, fringe benefits, trends and training information is provided for the occupations profiled in this report. Information contained in the Occupation Profiles section of this report, unless otherwise noted, applies specifically to Orange County.

The authors would like to acknowledge the efforts of the survey staff at California State University, Fullerton and extend our appreciation to all those employers who graciously agreed to participate in the survey. Without the cooperation of the Orange County business community, this Occupational Outlook Report would not be possible.

# GUIDE TO THE OCCUPATIONAL PROFILES

---

## Titles and Job Descriptions

The occupations are listed alphabetically by their Occupational Employment Statistics (OES) descriptions, published by the Bureau of Labor Statistics, May 1992.

## Wages / Benefits

The wage data enable comparison of salary ranges across occupations. The data are not intended to represent *official* prevailing wages. The ranges are based primarily on employer surveys and contracts with unions. Extreme responses are excluded. Wage data were collected during the time period shown in parentheses (6/01/99 to 12/03/99), and reflect the following definitions:

**Entry Level / No Experience:** Wages paid to persons trained but without paid experience in the occupation.

**New to Firm / Experienced:** Wages paid to journey-level or experienced persons just starting at the firm.

**3+ Years With Firm / Experienced:** Wages generally paid to persons with more than three years' journey-level experience at the firm.

The benefit information was obtained from employer survey results. The data was provided by employers responding to the benefits questions and may not represent all the employers surveyed.

## Training, Experience and Other Requirements

This section indicates the amount and kinds of work experience, education, and skills required by surveyed employers. Also included are typical employer preferences and key personal traits usually present in those working in the occupation.

When reference is made to "all, almost all, most, many, some, or few" of the survey respondents, the following guidelines apply:

<b>All employers</b>	=	100%
<b>Almost all employers</b>	=	80% up to but not including 100%
<b>Most employers</b>	=	60% up to but not including 80%
<b>Many employers</b>	=	40% up to but not including 60%
<b>Some employers</b>	=	20% up to but not including 40%
<b>Few employers</b>	=	less than 20%

# GUIDE TO THE OCCUPATIONAL PROFILES

---

While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of job duties. Because the lack of education will create a barrier with some employers, employers' educational statements have been included in this report.

## Supply and Demand Assessment

The terms presented in this section of the report refer to the relative difficulty employers experience in locating qualified applicants for entry and experienced positions in the occupation. Supply and demand terms are listed separately for experienced and non-experienced workers. The terms used in describing the local supply and demand situation found in the area currently are defined as:

**Very Difficult:** Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

**Moderately Difficult:** Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.

**Not Difficult:** Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

## Size of Occupation

The term used to describe the size of a particular occupation refers to the estimated number of workers in the occupation. Occupational size in Orange County is described using the following scale:

<b>Small</b>	-	Less than 1,874 persons
<b>Medium</b>	-	1,874 to 3,747 persons
<b>Large</b>	-	3,748 to 8,120 persons
<b>Very Large</b>	-	More than 8,121 persons

# GUIDE TO THE OCCUPATIONAL PROFILES

---

## Employment Trends

Several standard terms are used to describe the expected employment growth rate for the outlook period. When possible, one of the following terms will be used:

- **Much Faster than Average** -1.50 times the average or more
- **Faster than Average** -1.10 to 1.49 times the average
- **Average** -.90 to 1.09 times the average
- **Slower than Average** -Less than .90 times but greater than zero
- **No significant change, or remain stable** -Zero
- **Slow decline** -Less than zero

Unless otherwise noted, employment trends are projected to five years in the future. For most occupations, more openings are the result of workers leaving the labor force (attrition) or changing occupations other than of industry growth. Replacement openings are most numerous in occupations with relatively low training.

## Other Information

The Employment Development Department (EDD) has prepared California Occupations Guides for many occupations. Other information that may be listed here is: typical industry concentrations, promotional patterns, hours of work, and the typical number of work hours per week for workers in this occupation.

**Gender:** Employer response to the question of gender is stated as a percentage of the employees represented.

**Where the Jobs Are:** A listing of the major employing industries by Industry Code and Description may be found in this section of the Profiles.

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below.

**Career Decisions** Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment and training.

# GUIDE TO THE OCCUPATIONAL PROFILES

---

**Program Planning** This report provides local planners and administrators with employment, training, and placement data, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

**Curriculum Design** Training providers can assess and update their curriculum based on current employer need and projected trends, as indicated in this report.

**Economic Development** Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages, useful in determining the potential for business growth and development in our labor market area.

**Program Marketing** Training providers can effectively market their programs by informing students, employers, and others that the chances for job placements are much greater because their training programs are developed using reliable local occupational data.

**Human Resource Management** Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

This report is intended to be used as a good reference to base and support these and many other decisions. To maximize the use of this information, please contact the Labor Market Information unit in your area

## SURVEY METHODOLOGY

### California Cooperative Occupation Information System Process

LMID's major responsibilities included the survey tool design and printing (Sample Questionnaire); generation of a representative employer sample for each occupation, and results tabulation using software developed by LMID specifically for the survey. LMID also provided training, oversight and consultative support for the development of the report.

The Orange County Private Industry Council (PIC) selected the occupations to be surveyed based upon community input. In addition, PIC staff analyzed the data, prepared the Occupational Outlook Report and conducted the distribution.



# **GUIDE TO THE OCCUPATIONAL PROFILES**

---

The employer survey was conducted by the Social Science Research Center at California State University, Fullerton, CA.

## **Occupational Forecasts**

LMID developed Occupational Forecast Tables specifically for Orange County. These tables provide projected seven-year employment estimates by occupation for 1995-2002 in which there is employment of 50 or more persons.

## **1999 Occupational Selection Guidelines**

Staff prepared a preliminary list of 40 potential occupations based upon input from community representatives. These occupations were listed on a ballot that was mailed to 200 persons and organizations including Regional Occupational Programs, Community Colleges and others. A community meeting was held in April at which time the 25 occupations were selected. LMID reviewed and approved the occupational selection.

In general, the occupations selected met the following criteria:

1. The occupations should meet or exceed the LMID average projected growth rate of 14.8% for job opportunities in all occupations in Orange County between 1995 - 2002.
2. The occupations should require more than a few days or weeks of training for job entry.
3. The occupations should provide a mixture of clerical, blue collar, technical, and professional worker occupations.
4. The occupations should meet the needs of local employment training agencies, planners, and economic development organizations.
5. The occupations should require one employer to respond to no more than three questionnaires.
6. The occupations should include up to four non-standard OES (emerging) jobs.

## **Survey Sample Selection**

After the occupations were selected, LMID staff created a representative sample of employers for each of the occupations. The sample, selected from a

# **GUIDE TO THE OCCUPATIONAL PROFILES**

---

confidential State employer database, was carefully reviewed and employers were contacted to verify company name, address, confirm the existence of the occupation at the company and obtain the name of a contact person.

## **Questionnaire Development and Survey Procedures**

LMID developed a statewide, standardized questionnaire for the occupations to be surveyed. The Social Science Research Center at California State University, Fullerton conducted the actual survey. Employers were contacted by telephone and additional employers were added to the original sample as necessary to ensure meeting a 50% response rate and also to survey 40% of the sample's projected employment size. Response goals are designed to ensure that information is collected from enough firms to include an appropriate number of workers in the occupation and represent all industries that employ significant numbers of workers in the occupation.

All survey data was reviewed for accuracy and completeness. Employers were re-contacted if answers were missing, unclear or conflicted with other answers.

## **Tabulation and Results**

Survey results were entered into a secured database and tabulations were prepared using LMID software. The tabulations were used to prepare the occupational tables and summarize information on skills needed; training available; hiring requirements; wages; size of the occupation; projected growth rate; supply and demand assessment, and other information. Specific employer information is confidential and only aggregate data is published.

Wages included in this report are those paid by employers participating in the survey for employees at three levels of experience. The report does not include extreme wages. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Fringe benefit percentages displayed are based on the number of employers participating regardless of whether they pay full-time or part-time benefits.

## **Confidentiality**

Specific employer information is confidential and proprietary.

# ADMINISTRATIVE ASSISTANTS

16 Firms Surveyed with 231 Employees in Occupation. Non-OES Code: 169167997

## DESCRIPTION

Administrative Assistants aid executives by coordinating, analyzing, and improving office services, such as personnel, budget, and operating practices. They analyze personnel requirements, study methods of improving performance standards, and analyze jobs for wage-and-salary adjustments and promotions. They analyze budgetary requirements and expenditures, and study methods to implement cost reduction. They analyze operating practices and create new systems or revise established procedures to simplify and improve reporting procedures, workflow, record keeping systems, forms control, office layout, or suggestion systems. They interpret operating policies, prepare reports with recommendations for solutions of administrative problems, and answer correspondence. They may direct services, such as maintenance, repair, supplies, and mail.

**Alternate Job Titles:** Manager Assistant, Secretary, Executive Coordinator, and Controllers.

## WAGES & FRINGE BENEFITS

### Non-Union, Full and Part-Time Wages

	Range	Median
<b>New Hires, Inexperienced:</b>	\$6.50 - \$10.26	\$8.00
<b>New Hires, Experienced:</b>	\$8.00 - \$13.00	\$10.50
<b>3+ Yrs. Experience with Firm:</b>	\$9.00 - \$16.88	\$14.00

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	38% / 0 %	50% / 0 %	None	0 % / 19%
Dental Insurance	38% / 0 %	50% / 0 %	None	0 % / 19%
Vision Plan	25% / 0 %	31% / 0 %	None	31% / 19%
Life Insurance	44% / 0 %	13% / 0 %	None	31% / 19%
Sick Leave	69% / 0 %	6% / 0 %	None	13% / 19%
Vacation	81% / 0 %	6% / 0 %	None	0 % / 19%
Retirement Plan	38% / 0 %	31% / 0 %	13% / 0 %	6% / 19%
Child Care	None	None	6% / 0 %	81% / 19%
Other	None	None	None	6% / 0 %

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ❑ 100% of the employers represented in this survey are non-union.
- ❑ 84% of the employees work full-time averaging 44 hours per week, 8% work part-time averaging 20 hours per week, and 9% are temporary or on-call employees.
- ❑ 92% of the employees are female, and 8% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

**Average Job Growth Rate 14.8%**

Occupation Size: Not Available  
Growth Rate: Estimated to Remain Stable  
Openings Due to Separations: Not Available

### WHERE THE JOBS ARE

#### New Job Growth by Industry

Industry Code	Description
6531	Real estate agents & managers
8711	Engineering services

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	63%	38%
Projected Next 24 Mo.	0 %	44%	56%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

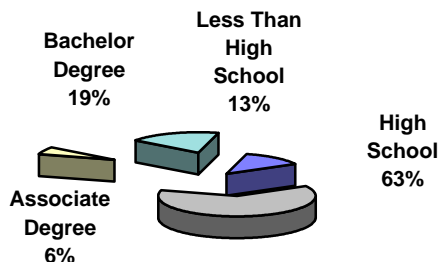
### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	51
New Permanent Positions:	11
Temporary Positions:	2
Promotions:	22
Separations:	16

# ADMINISTRATIVE ASSISTANTS

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Most** employers accept training as a substitute for experience. **Many** employers require prior work experience.

### Computer Skills

**Many** employers seek applicants with skills in word processing, and **most** seek applicants with knowledge of spreadsheet applications. **Some** employers seek applicants with database skills, and **some** seek applicants with desktop publishing skills.

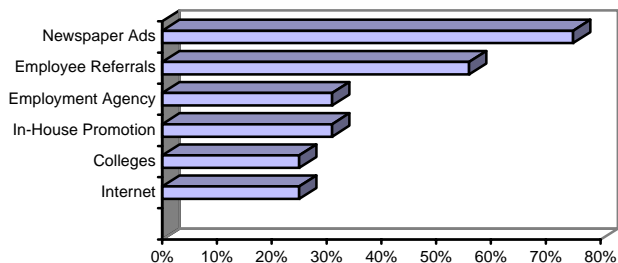
### Career Advancement Skills

Education, industry certification, good attitude, attentiveness, hardworking, good organization and people skills, good typing skills, good computer skills, management skills, good written skills, good verbal communication skills, the ability to get along with managers and clients, and a desire to better oneself were mentioned by the employers as important for career advancement.

### New Skills

Good customer service skills, good people skills, working well under pressure, technical and computer skills, good telephone skills, and learning the industry were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- Coastline Community College
- North Orange County Regional Occupational Program
- Saddleback Valley Adult School
- **Programs Offered:** Administrative Assistant / Secretarial Science, General

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)

# BIOTECHNOLOGY LABORATORY ASSISTANTS

15 Firms Surveyed with 176 Employees in Occupation. Non-OES Code: 41061997

## DESCRIPTION

Biotechnology Laboratory Assistants prepare solutions and perform laboratory procedures under the direction of a research assistant or scientist. They may be responsible for a wide variety of research laboratory tasks and experiments. They may also be responsible for implementing analyses of raw materials, in-process inspections and quality control audits as well as the manufacture and packaging of products and the implementation of production procedures.

**Alternate Job Titles:** Lab Technician, Process Engineering, Research & Development, Research Assistant, Sr. Lab Technician, Technologist 1 & 2, Q.C. Tech, and Lab Assistant.

## WAGES & FRINGE BENEFITS

### Non-Union, Full and Part-Time Wages

	Range	Median
<b>New Hires, Inexperienced:</b>	\$7.00 - \$17.74	\$10.00
<b>New Hires, Experienced:</b>	\$10.00 - \$19.18	\$14.38
<b>3+ Yrs. Experience with Firm:</b>	\$12.95 - \$23.97	\$17.00

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	27% / 0 %	60% / 7%	None	0 % / 27%
Dental Insurance	27% / 0 %	53% / 7%	None	7% / 27%
Vision Plan	13% / 0 %	40% / 7%	7% / 0 %	27% / 27%
Life Insurance	53% / 0 %	13% / 0 %	7% / 0 %	13% / 33%
Sick Leave	87% / 0 %	None	None	0 % / 33%
Vacation	80% / 0 %	None	None	7% / 33%
Retirement Plan	20% / 7%	47% / 0 %	7% / 0 %	13% / 27%
Child Care	None	None	None	87% / 33%
Other	None	None	None	None

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ❑ 100% of the employers represented in this survey are non-union.
- ❑ 95% of the employees work full-time averaging 40 hours per week, and 5% work part-time averaging 18 hours per week.
- ❑ 55% of the employees are female, and 45% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Not Available  
Growth Rate: Estimated to Grow  
Openings Due to Separations: Not Available

### WHERE THE JOBS ARE New Job Growth by Industry

Industry Code	Description
8731	Commercial physical research
8733	Noncommercial research organizations

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	7%	33%	60%
Projected Next 24 Mo.	7%	33%	60%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is **not difficult** to find inexperienced applicants.

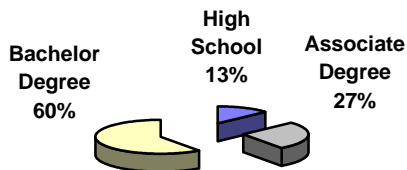
### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	46
New Permanent Positions:	22
Temporary Positions:	2
Promotions:	14
Separations:	8

# BIOTECHNOLOGY LABORATORY ASSISTANTS

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Most** employers accept training as a substitute for experience. **Many** employers require prior work experience.

### Computer Skills

**Almost all** employers surveyed reported that computer skills were required for employment.

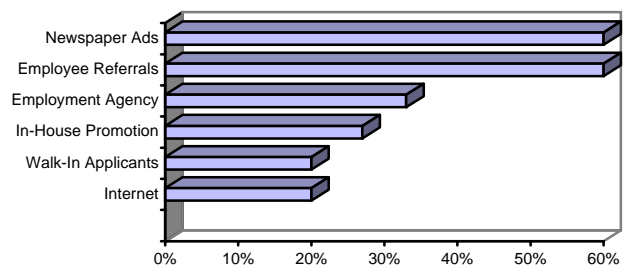
### Career Advancement Skills

Knowledge of lab procedures, further education and experience, effective communication and people skills, ability to get the job done, scientific skills, attention to detail, leadership skills, and honesty were mentioned by the employers as important for career advancement.

### New Skills

Computer skills, positive attitude, knowledge of chemistry and microbiology, knowledge of medical devices, and interpersonal skills were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- Center for Health Ed Advancement
- Goldenwest College
- Fullerton Community College
- **Programs Offered:** Biological Technician

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)

# CARPENTERS

19 Firms Surveyed with 1,260 Employees in Occupation. OES Code: 871020

## DESCRIPTION

Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and wood working machines. Does not include Cabinetmakers and Bench Carpenters.

**Alternate Job Titles:** Field Technician, Finish Carpenter, Laborers, Project Manager, Foreman, Apprentice, Skilled Laborer, Journeyman, and Installer.

## WAGES & FRINGE BENEFITS

### Union, Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$6.00 - \$9.00	\$8.00
New Hires, Experienced:	\$11.00 - \$19.00	\$15.00
3+ Yrs. Experience with Firm:	\$15.00 - \$26.00	\$20.00

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	26% / 0 %	47% / 0 %	None	26% / 21%
Dental Insurance	21% / 0 %	37% / 0 %	None	42% / 21%
Vision Plan	16% / 0 %	16% / 0 %	None	68% / 21%
Life Insurance	None	26% / 0 %	None	74% / 21%
Sick Leave	53% / 0 %	5% / 0 %	None	42% / 21%
Vacation	53% / 0 %	5% / 0 %	None	42% / 21%
Retirement Plan	11% / 0 %	21% / 0 %	None	68% / 21%
Child Care	None	5% / 0 %	None	95% / 21%
Other	None	11% / 0 %	None	32% / 11%

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ❑ 84% of all employers surveyed in this occupation are non-union, and 16% are union.
- ❑ 54% of the employees work full-time, averaging 42 hours per week. 8% work part-time averaging 20 hours per week. 3% are temporary, and 36% are seasonal employees.
- ❑ 100% of the employees are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Large (6,240 - 7,140)  
Growth Rate: Average  
Openings Due to Separations: 840

### WHERE THE JOBS ARE

#### New Job Growth by Industry

Industry Code	Description
1751	Carpentry work
1771	Concrete work

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	5%	47%	47%
Projected Next 24 Mo.	11%	32%	58%

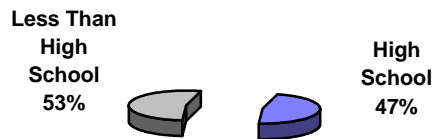
Employers report it is **very difficult** to find fully experienced and qualified applicants. It is **moderately difficult** to find inexperienced applicants.

### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	790
New Permanent Positions:	56
Temporary Positions:	638
Promotions:	37
Separations:	59

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Many** employers accept training as a substitute for experience. Acceptable training includes ROP classes, fieldwork, and trade school experience. **Almost all** employers require prior work experience.

### Computer Skills

**Few** employers seek applicants with skills in word processing and **some** employers seek skills in spreadsheet applications.

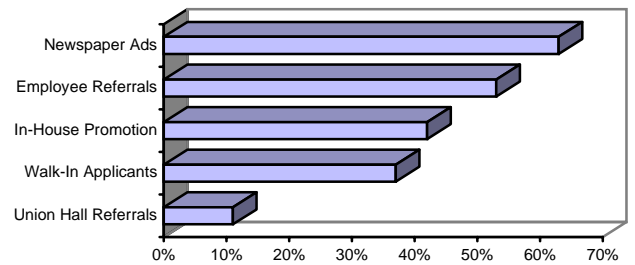
### Career Advancement Skills

English communication skills, math skills, leadership, electrical, drywall and painting skills, ability to read blueprints, decision making skills, people management skills, drivers license, ability to understand and follow directions, advanced carpentry skills, knowledge of the trade, customer service, productivity with quality and good attitude were mentioned by the employers as important for career advancement.

### New Skills

Math skills, in particular algebra, and good knowledge of tools were reported by the employers.

## RECRUITMENT METHODS



## Training Providers

- Central County Regional Occupational Program
- Fullerton Community College
- Timberline Construction Education Center
- **Programs Offered:** Carpentry

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)



# COMPUTER ENGINEERS

17 Firms Surveyed with 1,098 Employees in Occupation. OES Code: 221270

## DESCRIPTION

Computer Engineers analyze data processing requirements to plan electronic data processing (EDP) systems to provide system capabilities required for projected work loads. They plan layout and installation of new systems or modifications of existing systems. They may set up and control analog or hybrid computer systems to solve scientific and engineering problems.

**Alternate Job Titles:** Manager of Technical Engineering, Systems Analyst Programmer, Software Development Engineer, Software Engineer, Program Analyst, Programming Engineers, Programmers, and Computer Programmer.

## WAGES & FRINGE BENEFITS

### Non-Union, Full and Part-Time Wages

	<i>Range</i>	<i>Median</i>
<b>New Hires, Inexperienced:</b>	\$7.50 - \$14.38	\$11.59
<b>New Hires, Experienced:</b>	\$12.79 - \$35.96	\$20.14
<b>3+ Yrs. Experience with Firm:</b>	\$19.18 - \$47.95	\$28.77

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	53% / 0 %	47% / 0 %	None	0 % / 12%
Dental Insurance	47% / 0 %	47% / 0 %	None	6% / 12%
Vision Plan	41% / 0 %	41% / 0 %	None	18% / 12%
Life Insurance	41% / 0 %	24% / 0 %	None	35% / 12%
Sick Leave	88% / 0 %	12% / 0 %	None	0 % / 12%
Vacation	82% / 0%	18% / 0 %	None	0 % / 12%
Retirement Plan	24% / 0 %	53% / 0 %	6% / 0 %	18% / 12%
Child Care	12% / 0 %	None	None	88% / 12%
Other	None	None	None	None

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ❑ 100% of the employers represented in this survey are non-union.
- ❑ 98% of the employees work full-time averaging 43 hours per week, 1% work part-time averaging 20 hours per week, and 1% are seasonal employees.
- ❑ 23% of the employees are female, and 77% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Medium (2,870 – 4,160)  
Growth Rate: Much Faster Than Average  
Openings Due to Separations: 210

### WHERE THE JOBS ARE New Job Growth by Industry

Industry Code	Description
3571	Electronic computers
7371	Computer programming services

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	24%	76%
Projected Next 24 Mo.	0 %	41%	59%

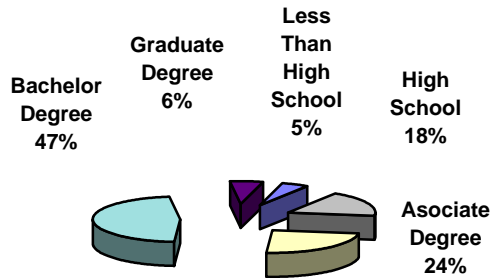
Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **very difficult** to find inexperienced applicants.

### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	378
New Permanent Positions:	161
Temporary Positions:	5
Promotions:	45
Separations:	167

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Few** employers accept training as a substitute for experience. **Most** employers require prior work experience.

### Computer Skills

**Most** employers surveyed reported that computer skills were required for employment.

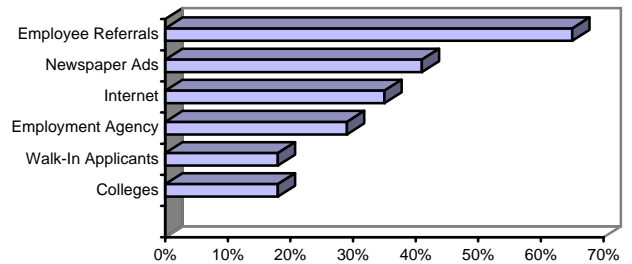
### Career Advancement Skills

Technical knowledge, leadership and people skills, management and organizational skills, experience in business, communication skills, and reliability were mentioned by the employers as important for career advancement.

### New Skills

E-commerce solutions and internet skills, time management and team interaction, good interpersonal and communication skills, and Y2K conversions were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- University of California Extension, Irvine
- Hi Tek Solutions
- Infotec Commercial Systems (Clauaset Center)
- **Programs Offered:** Computer Engineering, Business Systems Networking and Telecommunications, Computer and Information Sciences

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)

# COMPUTER PROGRAMMERS, INCLUDING AIDES

16 Firms Surveyed with 508 Employees in Occupation. OES Code: 251051

## DESCRIPTION

Computer Programmers, including Aides convert symbolic statements of administrative data, business, scientific, engineering, and other technical problem formulations into detailed logical flow charts for coding into computer language. They develop and write computer programs to store, locate, and retrieve specific documents, data, and information.

**Alternate Job Titles:** Programmer Analyst, Software Engineers, Computer Engineer, Programmer, Technician, Program Developer, Technical Assistant, and Test Engineers.

## WAGES & FRINGE BENEFITS

### Non-Union, Full and Part-Time Wages

	<i>Range</i>	<i>Median</i>
<b>New Hires, Inexperienced:</b>	\$6.55 - \$21.58	\$11.51
<b>New Hires, Experienced:</b>	\$9.59 - \$31.16	\$19.18
<b>3+ Yrs. Experience with Firm:</b>	\$16.30 - \$47.95	\$25.97

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	50% / 13%	31% / 0 %	6% / 6%	0 % / 13%
Dental Insurance	38% / 0 %	25% / 0 %	6% / 0 %	19% / 31%
Vision Plan	31% / 6%	31% / 0 %	6% / 6%	19% / 19%
Life Insurance	38% / 0 %	25% / 6%	None	25% / 25%
Sick Leave	69% / 6%	19% / 0 %	None	0 % / 25%
Vacation	75% / 6%	13% / 0 %	None	0 % / 25%
Retirement Plan	25% / 0 %	44% / 6%	None	19% / 25%
Child Care	None	None	None	88% / 31%
Other	None	None	None	None

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ❑ 100% of the employers represented in this survey are non-union.
- ❑ 98% of the employees work full-time averaging 53 hours per week and 2% work part-time averaging 30 hours per week.
- ❑ 24% of the employees are female, and 76% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Large (4,930 – 5,700)  
Growth Rate: Faster Than Average  
Openings Due to Separations: 1,030

### WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
5734	Computer & software stores
7371	Computer programming services

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	50%	50%
Projected Next 24 Mo.	6%	31%	63%

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **very difficult** to find inexperienced applicants.

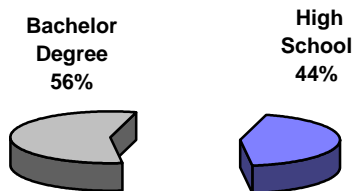
### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	189
New Permanent Positions:	32
Temporary Positions:	6
Promotions:	85
Separations:	66

# COMPUTER PROGRAMMERS, INCLUDING AIDES

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Some** employers accept training as a substitute for experience. **Many** employers require prior work experience.

### Computer Skills

**Most** employers surveyed reported that computer skills were required for employment.

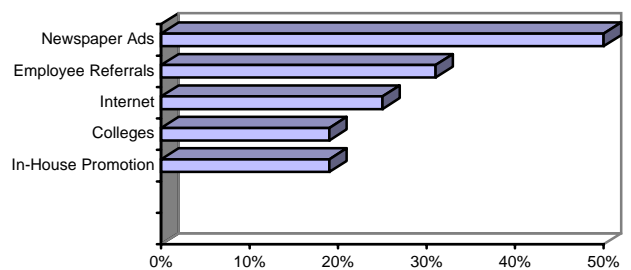
### Career Advancement Skills

Technical skills, experience, good communication skills and teamwork, being self-directed and self-motivated, good verbal and writing skills, high output, knowledge of products, and software design and development were mentioned by the employers as important for career advancement.

### New Skills

Knowledge of Lotus Notes, and keeping current on new software developments were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- Soft-Train Inc.
- New Horizons Computer Learning Center Inc.
- California State University, Fullerton, Extended Education
- **Programs Offered:** Computer Programming, Computer and Information Sciences

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)

# COUNTER AND RENTAL CLERKS

17 Firms Surveyed with 236 Employees in Occupation. OES Code: 490170

## DESCRIPTION

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment.

**Alternate Job Titles:** Service Advisors, Route Sales, Rental Agents, Customer Service Representative, Receptionist, Counter Clerks, Laundry Person, Cashier, Counter Person, and Front Counter Attendant.

## WAGES & FRINGE BENEFITS

### Non-Union, Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$5.75 - \$9.72	\$6.75
New Hires, Experienced:	\$5.75 - \$14.38	\$8.00
3+ Yrs. Experience with Firm:	\$6.50 - \$15.62	\$9.00

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	24% / 0 %	35% / 0 %	0 % / 6%	12% / 53%
Dental Insurance	12% / 0 %	29% / 0 %	None	29% / 59%
Vision Plan	6% / 0 %	18% / 0 %	None	47% / 59%
Life Insurance	6% / 0 %	24% / 0 %	12% / 6%	29% / 53%
Sick Leave	29% / 6%	12% / 6%	6% / 0 %	24% / 47%
Vacation	41% / 6%	18% / 6%	None	12% / 47%
Retirement Plan	12% / 0 %	24% / 12%	6% / 0 %	29% / 47%
Child Care	None	6% / 6%	None	65% / 53%
Other	None	None	None	6% / 12%

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ❑ 94% of the employers represented in this survey are non-union and 6% are union.
- ❑ 83% of the employees work full-time averaging 40 hours per week and 17% work part-time averaging 24 hours per week.
- ❑ 32% of the employees are female, and 68% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Medium (2,910 – 3,610)  
Growth Rate: Much Faster Than Average  
Openings Due to Separations: 720

### WHERE THE JOBS ARE

#### New Job Growth by Industry

Industry Code	Description
7212	Garment pressing & cleaners' agents
7514	Passenger car rentals
7841	Video tape rental

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	53%	47%
Projected Next 24 Mo.	0 %	41%	59%

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is **moderately difficult** to find inexperienced applicants.

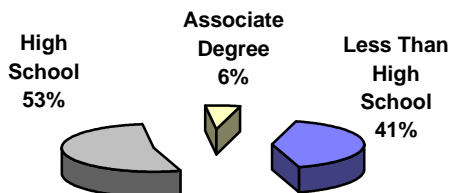
### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	133
New Permanent Positions:	27
Temporary Positions:	7
Promotions:	35
Separations:	64

# COUNTER AND RENTAL CLERKS

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Most** employers accept training as a substitute for experience. **Few** employers require prior work experience.

### Computer Skills

**Few** employers surveyed reported that computer skills were required for employment.

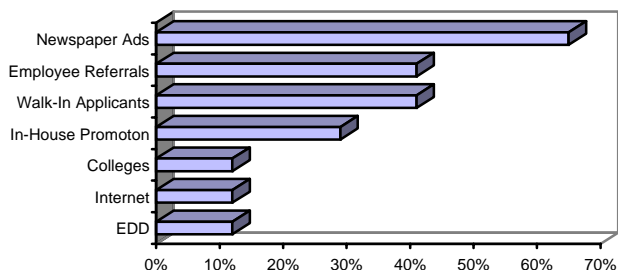
### Career Advancement Skills

Good communication and people skills, knowledge of the company, good customer service skills, attention to detail, multitasking skills, honesty, punctuality, positive attitude and a willingness to learn were mentioned by the employers as important for career advancement.

### New Skills

Good listening and people skills, reading ability, simple math skills, and computer literacy were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- Central County Regional Occupational Program
- North Orange County Regional Occupational Program
- **Programs Offered:** None specified

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)

# ELEMENTARY SCHOOL TEACHERS

16 Firms Surveyed with 3,234 Employees in Occupation. OES Code: 313050

## DESCRIPTION

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Does not include special education teachers who teach only handicapped pupils.

**Alternate Job Titles:** Teacher, Classroom Teacher, Montessori Director, and Instructors.

## WAGES & FRINGE BENEFITS

### Non-Union, Union, Full and Part-Time Wages

	Range	Median
<b>New Hires, Inexperienced:</b>	\$13.37 - \$18.54	\$15.21
<b>New Hires, Experienced:</b>	\$8.00 - \$24.66	\$14.90
<b>3+ Yrs. Experience with Firm:</b>	\$10.07 - \$29.70	\$18.11

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	63% / 13%	25% / 13%	None	6% / 44%
Dental Insurance	63% / 13%	19% / 13%	None	13% / 44%
Vision Plan	56% / 13%	19% / 13%	None	19% / 44%
Life Insurance	56% / 6%	13% / 13%	None	25% / 50%
Sick Leave	81% / 25%	6% / 6%	None	6% / 38%
Vacation	25% / 6%	None	None	69% / 63%
Retirement Plan	38% / 6%	31% / 31%	None	25% / 31%
Child Care	6% / 0%	6% / 0%	None	81% / 69%
Other	6% / 0%	None	None	6% / 6%

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ❑ 63% of the employers represented in this survey are non-union and 38% are union.
- ❑ 90% of the employees work full-time averaging 38 hours per week, and 10% work part-time averaging 19 hours per week.
- ❑ 81% of the employees are female, and 19% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Very Large (10,420 – 11,920)  
Growth Rate: Faster Than Average  
Openings Due to Separations: 1,480

### WHERE THE JOBS ARE New Job Growth by Industry

Industry Code	Description
8211	Elementary & secondary schools

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	44%	56%
Projected Next 24 Mo.	0 %	56%	44%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

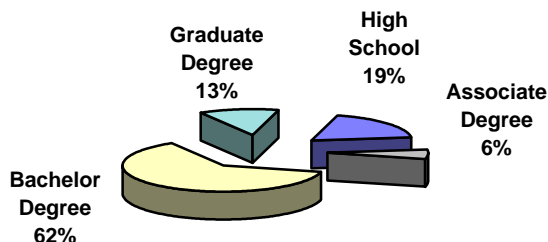
### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	452
New Permanent Positions:	162
Temporary Positions:	122
Promotions:	26
Separations:	142

# ELEMENTARY SCHOOL TEACHERS

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Some** employers accept training as a substitute for experience. **Many** employers require prior work experience.

### Computer Skills

**All** employers surveyed reported that computer word processing skills were required for employment.

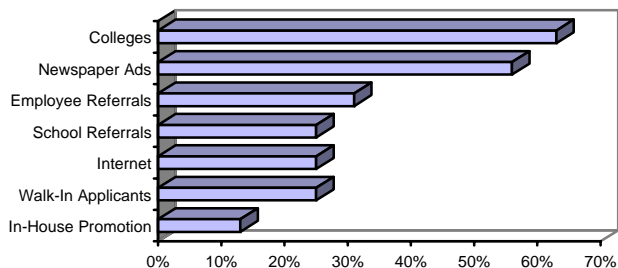
### Career Advancement Skills

Continued education, administrative credential, leadership training, and good teaching skills were mentioned by the employers as important for career advancement.

### New Skills

Computer literacy, record keeping, and being up to date with new programs were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- National University
- California State University, Fullerton
- University of California, Irvine
- **Programs Offered:** Elementary Teacher Education

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)



# ENGINEERING, MATHEMATICAL, NATURAL SCIENCE MANAGERS

17 Firms Surveyed with 1,029 Employees in Occupation. OES Code: 130170

## DESCRIPTION

Engineering, Mathematical, and Natural Sciences Managers plan, organize, direct or coordinate activities in such fields as architecture, electronic data processing, engineering, life sciences, physical sciences, statistics and systems analysis. These persons spend the greatest portion of their time in managerial work for which a background consistent with that described for engineers, mathematicians or natural scientist is required.

**Alternate Job Titles:** Software Engineer Manager 1 & 2, Project Manager, Management Director, Engineers, Teamleads, Senior Engineer, Product / Quality Engineering, Director of Engineering, Electrical Engineer Manager, and Mechanical Engineer Manager.

## WAGES & FRINGE BENEFITS

### Non-Union, Full and Part-Time Wages

	Range	Median
<b>New Hires, Inexperienced:</b>	\$11.99 - \$14.38	\$13.19
<b>New Hires, Experienced:</b>	\$11.99 - \$38.36	\$21.58
<b>3+ Yrs. Experience with Firm:</b>	\$16.78 - \$47.95	\$33.56

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	47% / 0 %	53% / 6%	0 % / 6%	0 % / 6%
Dental Insurance	41% / 0 %	53% / 6%	0 % / 6%	6% / 6%
Vision Plan	18% / 0 %	41% / 6%	12% / 6%	29% / 6%
Life Insurance	35% / 6%	18% / 0 %	6% / 6%	41% / 6%
Sick Leave	100% / 6%	None	None	0 % / 12%
Vacation	100% / 6%	None	None	0 % / 12%
Retirement Plan	41% / 0 %	29% / 0 %	None	29% / 18%
Child Care	12% / 0 %	None	6% / 0 %	82% / 18%
Other	6% / 0 %	None	None	12% / 0 %

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ❑ 100% of the employers represented in this survey are non-union.
- ❑ 98% of the employees work full-time averaging 46 hours per week and 1% work part-time averaging 25 hours per week.
- ❑ 28% of the employees are female, and 72% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Large (5,140 – 6,210)  
Growth Rate: Much Faster Than Average  
Openings Due to Separations: 800

### WHERE THE JOBS ARE

#### New Job Growth by Industry

Industry Code	Description
8711	Engineering services

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	6%	47%	47%
Projected Next 24 Mo.	0 %	41%	59%

Employers report it is **very difficult** to find fully experienced and qualified applicants. However, it is **not difficult** to find inexperienced applicants.

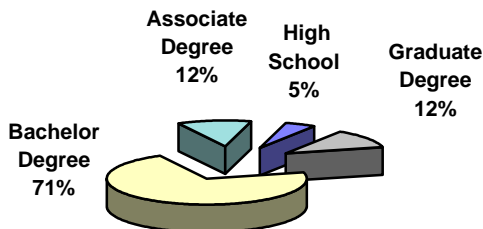
### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	231
New Permanent Positions:	68
Temporary Positions:	3
Promotions:	86
Separations:	74

# ENGINEERING, MATHEMATICAL, NATURAL SCIENCE MANAGERS

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Few** employers accept training as a substitute for experience. **Almost all** employers require prior work experience.

### Computer Skills

**Many** employers surveyed reported that computer skills were required for employment.

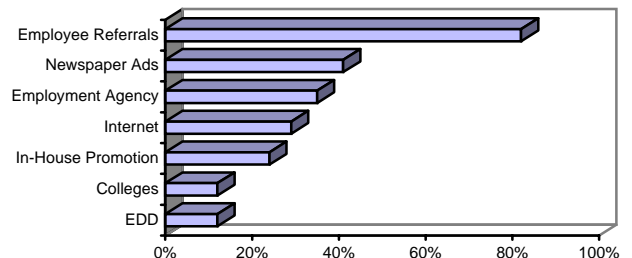
### Career Advancement Skills

Technical skills, management and leadership skills, good communication and problem solving skills, have a track record of proven success, hands on experience, industry knowledge, continuing education, and continuing to excel in the field were mentioned by the employers as important for career advancement.

### New Skills

Analog design experience, RS design experience, and knowledge of different operating environments were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- College of Automotive Management
- California State University, Fullerton
- Soft – Train, Incorporated
- **Programs Offered:** Engineering / Industrial Management

For additional Training Providers or details for the providers listed, contact the providers or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)

# FIBER OPTICS TECHNICIANS

15 Firms Surveyed with 268 Employees in Occupation. Non-OES Code: 023061999

## DESCRIPTION

Fiber Optics Technicians are responsible for the installation of fiber optic cables, making connections and splicing fiber cables. They may maintain fiber optic systems to the nodes, which includes interconnecting and splicing at the nodes and at the head end. They may make connections to the nodes and repair the system.

**Alternate Job Titles:** Technician, Senior Technician, Communications Technician, Fiber Optic Tech, Senior Tech, Fiber Optics Splicer, Fiber Optic's Tester, Senior Electrician, and Telephone Technician.

## WAGES & FRINGE BENEFITS

### Union, Non-Union, Full and Part-Time Wages

	<i>Range</i>	<i>Median</i>
<b>New Hires, Inexperienced:</b>	\$6.00 - \$14.00	\$11.00
<b>New Hires, Experienced:</b>	\$8.00 - \$19.18	\$13.42
<b>3+ Yrs. Experience with Firm:</b>	\$9.00 - \$28.77	\$18.00

### FRINGE BENEFITS

<b>Full Time / Part Time</b>	<b>Employer Pays All</b>	<b>Share Cost</b>	<b>Employee Pays All</b>	<b>Not Provided</b>
Medical Insurance	13% / 0 %	73% / 0 %	None	13% / 20%
Dental Insurance	7% / 0 %	47% / 0 %	None	47% / 20%
Vision Plan	None	40% / 0 %	None	60% / 20%
Life Insurance	13% / 0 %	13% / 0 %	None	73% / 20%
Sick Leave	53% / 0 %	7% / 0 %	None	40% / 20%
Vacation	67% / 7%	7% / 0 %	None	27% / 13%
Retirement Plan	13% / 0 %	27% / 0 %	None	60% / 20%
Child Care	None	None	None	100% / 20%
Other	7% / 0 %	None	None	None

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ❑ 87% of the employers represented in this survey are non-union, and 13% are union.
- ❑ 97% of the employees work full-time averaging 46 hours per week, and 3% work part-time averaging 23 hours per week.
- ❑ 13% of the employees are female, and 87% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Not Available  
Growth Rate: Not Available  
Openings Due to Separations: Not Available

### WHERE THE JOBS ARE New Job Growth by Industry

<u>Industry Code</u>	<u>Description</u>
1731	Electrical work
4813	Telephone communications,exc-radio

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	47%	53%
Projected Next 24 Mo.	0 %	27%	73%

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is **moderately difficult** to find inexperienced applicants.

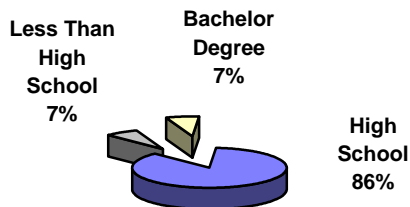
### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	126
New Permanent Positions:	39
Temporary Positions:	2
Promotions:	33
Separations:	52

# FIBER OPTICS TECHNICIANS

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Most** employers accept training as a substitute for experience. Acceptable training includes phone systems, data communication, computer network and cabling. **Many** employers require prior work experience.

### Computer Skills

**Most** employers surveyed reported that word processing skills were required for employment, and **some** reported that database skills were important.

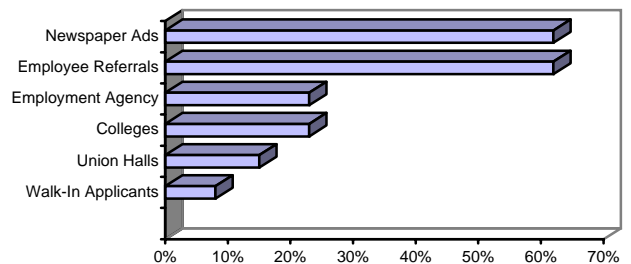
### Career Advancement Skills

Fiber optic skills, mathematical skills, good communication and customer service skills, reliability, commitment, ability to learn, good work ethic, and character/honesty were mentioned by the employers as important for career advancement.

### New Skills

Designing skills, fiber optics, networking knowledge, and the ability to splice and pull wire were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- Coastline Regional Occupational Program
- Irvine Valley College
- Saddleback College
- **Programs Offered:** None specified

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)

# FINANCIAL MANAGERS

16 Firms Surveyed with 112 Employees in Occupation. OES Code: 130020

## DESCRIPTION

Financial Managers plan, organize, direct control, or coordinate the financial activities of an organization. Includes managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions.

**Alternate Job Titles:** Accounting Manager, Controller, Assistant Controller, Chief Financial Officer, Loan Officer, Financial Planning Manager, Financial Planner and Director of Financial Reporting.

## WAGES & FRINGE BENEFITS

### Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$5.75 - \$6.97	\$6.36
New Hires, Experienced:	\$10.00 - \$38.36	\$18.31
3+ Yrs. Experience with Firm:	\$13.42 - \$43.15	\$24.86

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	25% / 0 %	63% / 0 %	None	13% / 0 %
Dental Insurance	25% / 0 %	63% / 0 %	None	13% / 0 %
Vision Plan	19% / 0 %	38% / 0 %	None	44% / 0 %
Life Insurance	50% / 0 %	38% / 0 %	None	13% / 0 %
Sick Leave	81% / 0 %	6% / 0 %	None	13% / 0 %
Vacation	88% / 0 %	6% / 0 %	None	6% / 0 %
Retirement Plan	44% / 0 %	38% / 0 %	6% / 0 %	13% / 0 %
Child Care	19% / 0 %	None	6% / 0 %	75% / 0 %
Other	None	None	None	None

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ☐ 100% of the employers represented in this survey are non-union.
- ☐ 100% of the employees work full-time averaging 50 hours per week.
- ☐ 43% of the employees are female, and 57% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Very Large (9,940 – 11,610)  
Growth Rate: Faster Than Average  
Openings Due to Separations: 1,360

### WHERE THE JOBS ARE

#### New Job Growth by Industry

Industry Code	Description
8011	Offices & clinics of medical doctors
6531	Real estate agents & managers

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	6%	75%	19%
Projected Next 24 Mo.	6%	56%	38%

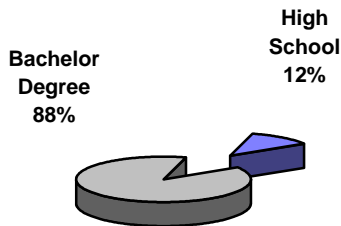
Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is **very difficult** to find inexperienced applicants.

### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	65
New Permanent Positions:	25
Temporary Positions:	0
Promotions:	6
Separations:	34

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Some** employers accept training as a substitute for experience. **Almost all** employers require prior work experience.

### Computer Skills

**Almost all** employers surveyed reported that computer skills were required for employment.

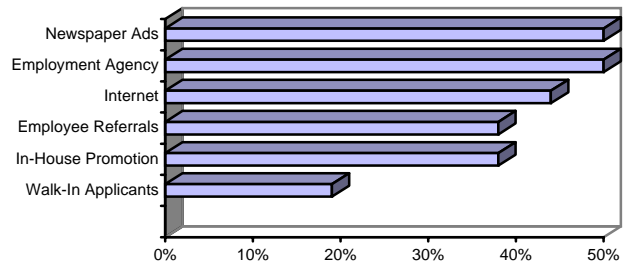
### Career Advancement Skills

Ongoing education to update skills, good management and leadership skills, obtaining a Bachelor's Degree, strong technical skills, good attitude, and computer knowledge were mentioned by the employers as important for career advancement.

### New Skills

Continuing education, computer skills, e-commerce solutions, and interpersonal skills were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- Hope International University
- National University
- Southern California College
- **Programs Offered:** Finance, accounting

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)

# FIREFIGHTERS

11 Firms Surveyed with 1,395 Employees in Occupation. OES Code: 630080

## DESCRIPTION

Firefighters control and extinguish fires, protect life and property, and maintain equipment as paid volunteers or employees of cities, townships, State or federal government.

**Alternate Job Titles:** Fire Engineer, Paramedics and Captains.

## WAGES & FRINGE BENEFITS

### Non-Union, Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$6.50 - \$17.67	\$13.15
New Hires, Experienced:	\$6.50 - \$17.67	\$13.15
3+ Yrs. Experience with Firm:	\$13.17 - \$22.55	\$17.17

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	36% / 0 %	55% / 0 %	None	0 % / 18%
Dental Insurance	36% / 0 %	55% / 0 %	None	0 % / 18%
Vision Plan	36% / 0 %	36% / 0 %	None	18% / 18%
Life Insurance	55% / 0 %	36% / 0 %	None	0 % / 18%
Sick Leave	73% / 0 %	None	9% / 0 %	9% / 18%
Vacation	82% / 0 %	None	9% / 0 %	0 % / 18%
Retirement Plan	64% / 0 %	27% / 0 %	None	0 % / 18%
Child Care	None	None	None	91% / 18%
Other	9% / 9%	None	9% / 0 %	None

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ❑ 82% of the employers represented in this survey are union and 18% are non-union.
- ❑ 61% of the employees work full-time averaging 53 hours per week, 4% work part-time averaging 40 hours per week, and 35% are temporary or on-call employees.
- ❑ 5% of the employees are female, and 95% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Small (1,350 – 1,630)  
Growth Rate: Much Faster Than Average  
Openings Due to Separations: 430

### WHERE THE JOBS ARE New Job Growth by Industry

Industry Code	Description
9224	Fire protection

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	9%	73%	18%
Projected Next 24 Mo.	0 %	64%	36%

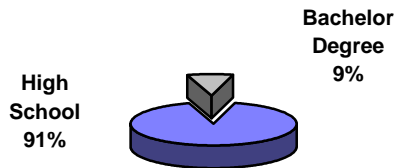
Employers report it is **not difficult** to find fully experienced and qualified applicants. It is also **not difficult** to find inexperienced applicants.

### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	76
New Permanent Positions:	28
Temporary Positions:	0
Promotions:	12
Separations:	36

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Many** employers accept training as a substitute for experience. However, **many** employers require prior work experience.

### Computer Skills

**Many** employers surveyed reported that computer skills were required for employment.

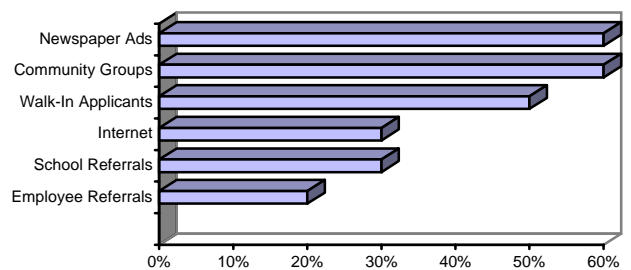
### Career Advancement Skills

Leadership and supervisory skills, paramedic performance skills, technical skills, continuing education, rescue training, and wildland fire fighting were mentioned by the employers as important for career advancement.

### New Skills

Emergency Medical Technician (EMT) certification, technical skills, college degree, and being skilled with tools and equipment were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- Santa Ana College
- North Orange County Regional Occupational Program
- Central County Regional Occupational Program
- **Programs Offered:** Fire Science

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)



# FOOD PREPARATION AND SERVICE WORKERS

16 Firms Surveyed with 1,590 Employees in Occupation. OES Code: 650410

## DESCRIPTION

Combined Food Preparation and Service Workers do both food preparation and food service. Does not include workers who spend more than 80 percent of their time in only one of these two areas.

**Alternate Job Titles:** Chefs, Cook, Crew, Prep Cook, Food Service Workers, Food Server, Food Preparer, Butcher, Baker, Servers, Food Runner, and Cashier-Counter Service-Cooks.

## WAGES & FRINGE BENEFITS

### Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$5.75 - \$6.00	\$5.75
New Hires, Experienced:	\$5.75 - \$10.00	\$7.00
3+ Yrs. Experience with Firm:	\$5.75 - \$17.50	\$7.38

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	13% / 6%	25% / 6%	None	44% / 44%
Dental Insurance	6% / 6%	19% / 6%	None	56% / 44%
Vision Plan	6% / 6%	13% / 6%	None	63% / 44%
Life Insurance	6% / 6%	19% / 6%	None	56% / 44%
Sick Leave	38% / 6%	None	None	44% / 50%
Vacation	56% / 13%	None	None	25% / 44%
Retirement Plan	13% / 0%	6% / 6%	None	63% / 50%
Child Care	None	None	None	81% / 56%
Other	None	None	None	None

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ❑ 100% of the employers represented in this survey are non-union.
- ❑ 15% of the employees work full-time averaging 39 hours per week, 19% work part-time averaging 26 hours per week, and 65% are seasonal employees.
- ❑ 37% of the employees are female, and 63% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Very Large (12,790 – 14,120)  
Growth Rate: Slower Than Average  
Openings Due to Separations: 1,370

### WHERE THE JOBS ARE

#### New Job Growth by Industry

Industry Code	Description
5812	Eating places

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	56%	44%
Projected Next 24 Mo.	13%	44%	44%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

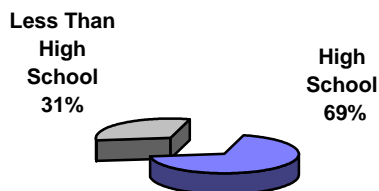
### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	584
New Permanent Positions:	65
Temporary Positions:	310
Promotions:	115
Separations:	94

# FOOD PREPARATION AND SERVICE WORKERS

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Most** employers accept training as a substitute for experience. **Many** employers require prior work experience.

### Computer Skills

**Few** employers surveyed reported that computer skills were required for employment.

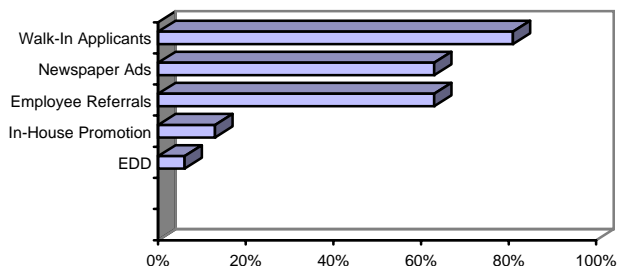
### Career Advancement Skills

Customer service and great communication skills, leadership and organizational skills, attention to detail, good attitude, work ethics, and general knowledge of restaurant work were mentioned by the employers as important for career advancement.

### New Skills

Computer skills, English skills, and good attitude were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- Capistrano Unified School District – Community Education Program
- Fullerton – Wilshire Adult Continuing Education Center
- Yorba Linda Adult Continuing Education Center
- **Programs Offered:** None specified

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)

# INSURANCE ADJUSTERS, EXAMINERS, AND INVESTIGATORS

15 Firms Surveyed with 637 Employees in Occupation. OES Code: 533020

## DESCRIPTION

Insurance Adjusters, Examiners, and Investigators investigate, analyze, and determine the validity of the amount of the insurance company's liability concerning personal, casualty, or property loss or damages, and effect a settlement with claimants. They correspond with or interview medical specialists, agents, witnesses, or claimants to compile information, calculate benefit payments, and approve payment of claims within a certain monetary limit. Does not include Insurance Sales Agents, Insurance Policy Process Clerks, and Claims Clerks.

**Alternate Job Titles:** Examiner Auditor, Adjusters & Representatives, Case Manager, Claims Representative, Claims Adjusters, Senior Adjuster, Analyst & Examiners, Field Investigators, Annuities and Underwriters, and Insurance Adjuster.

## WAGES & FRINGE BENEFITS

### Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$5.75 - \$15.24	\$13.70
New Hires, Experienced:	\$11.51 - \$23.01	\$17.66
3+ Yrs. Experience with Firm:	\$13.42 - \$30.28	\$21.20

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	13% / 0 %	67% / 13%	None	20% / 13%
Dental Insurance	13% / 0 %	67% / 13%	None	20% / 13%
Vision Plan	20% / 13%	27% / 0 %	7% / 0 %	47% / 13%
Life Insurance	40% / 7%	40% / 7%	None	20% / 13%
Sick Leave	73% / 7%	13% / 7%	None	13% / 13%
Vacation	87% / 13%	7% / 0 %	None	7% / 13%
Retirement Plan	47% / 7%	33% / 7%	None	20% / 13%
Child Care	7% / 0 %	None	None	93% / 27%
Other	None	7% / 7%	None	None

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- 100% of the employers represented in this survey are non-union.
- 99% of the employees work full-time averaging 39 hours per week, and 1% work part-time averaging 26 hours per week.
- 52% of the employees are female, and 48% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Medium (2,580 – 3,080)  
Growth Rate: Much Faster Than Average  
Openings Due to Separations: 200

### WHERE THE JOBS ARE New Job Growth by Industry

Industry Code	Description
6331	Fire, marine & casualty insurance
6411	Insurance agents, brokers & service

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	7%	60%	33%
Projected Next 24 Mo.	7%	47%	47%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

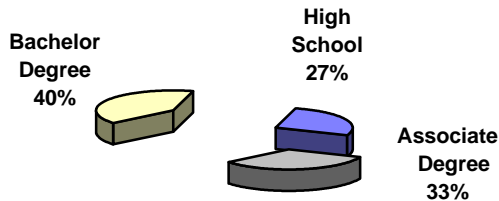
### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	118
New Permanent Positions:	25
Temporary Positions:	0
Promotions:	39
Separations:	54

# INSURANCE ADJUSTERS, EXAMINERS, AND INVESTIGATORS

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Some** employers accept training as a substitute for experience. **Many** employers require prior work experience.

### Computer Skills

**Almost all** employers surveyed reported that word processing skills were required for employment.

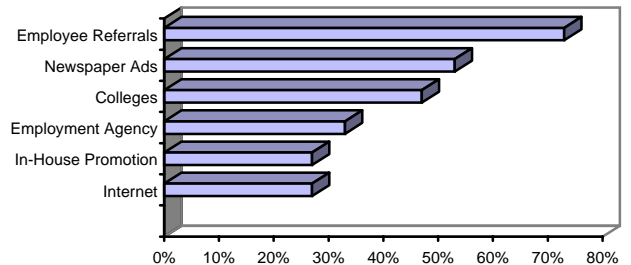
### Career Advancement Skills

Customer Service, negotiating skills, oral and written skills, analytical skills, organization skills, adaptable to change, initiative, continuing education, quick thinking, leadership, computer skills, interpersonal skills and multiple language fluency were mentioned by the employers as important for career advancement.

### New Skills

Computer skills, legal system background, bilingual, negotiating skills, and interpersonal skills were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- A. D. Banker & Company
- Central County Regional Occupational Program
- Santa Ana College
- **Programs Offered:** Insurance and Risk Management, Investments and Securities

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)

# INSURANCE CLAIMS CLERKS

17 Firms Surveyed with 957 Employees in Occupation. OES Code: 533110

## DESCRIPTION

Insurance Claims Clerks obtain claims information from insured or designated persons to settle claims with the insurance carrier.

**Alternate Job Titles:** Customer Service Receptionists-Claims, Insurance Clerk, Claims Coordinator, Insurance Coordinator, Claims Processor, Claims Associates, Claims Clerical, IP Claims Examiner, Claims Representative, Claims Examiner, Insurance Billing, Office Assistants, Front Desk, Billers, Clerks, and Claims Clerk.

## WAGES & FRINGE BENEFITS

### Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$7.00 - \$13.42	\$9.03
New Hires, Experienced:	\$6.00 - \$15.00	\$10.00
3+ Yrs. Experience with Firm:	\$8.00 - \$17.00	\$11.00

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	53% / 0 %	29% / 6%	None	18% / 0 %
Dental Insurance	41% / 0 %	29% / 6%	None	29% / 0 %
Vision Plan	35% / 0 %	18% / 6%	6% / 0 %	41% / 0 %
Life Insurance	53% / 6%	12% / 0 %	12% / 0%	24% / 0 %
Sick Leave	82% / 6%	6% / 0 %	6% / 0 %	6% / 0 %
Vacation	82% / 6%	6% / 0 %	6% / 0 %	6% / 0 %
Retirement Plan	41% / 0 %	29% / 6%	6% / 0 %	24% / 0 %
Child Care	6% / 0 %	12% / 0 %	None	82% / 6%
Other	None	None	None	24% / 0 %

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ❑ 100% of the employers represented in this survey are non-union.
- ❑ 99% of the employees work full-time averaging 40 hours per week, 1% work part-time averaging 22 hours per week.
- ❑ 73% of the employees are female, and 27% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Small (1,000 – 1,110)  
Growth Rate: Slower Than Average  
Openings Due to Separations: 70

### WHERE THE JOBS ARE

#### New Job Growth by Industry

Industry Code	Description
6324	Hospital & medical service plans
6411	Insurance agents, brokers & service

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	6%	59%	35%
Projected Next 24 Mo.	6%	76%	18%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

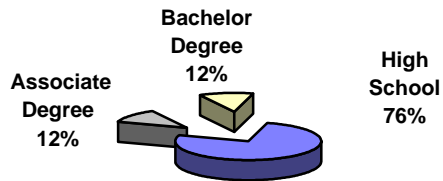
### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	153
New Permanent Positions:	53
Temporary Positions:	5
Promotions:	44
Separations:	51

# INSURANCE CLAIMS CLERKS

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Most** employers accept training as a substitute for experience. **Most** employers require prior work experience.

### Computer Skills

**Many** employers seek applicants with skills in word processing, and **some** seek applicants with knowledge of spreadsheet applications. **Some** employers seek applicants with database skills, and **few** seek applicants with desktop publishing skills.

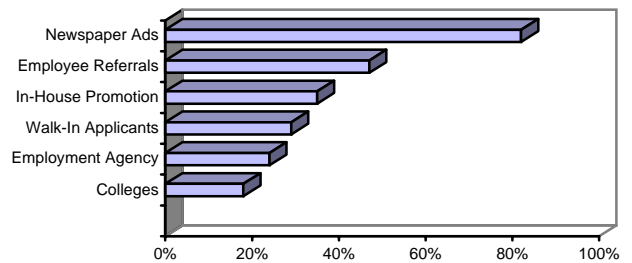
### Career Advancement Skills

Good customer service, knowledge of the position, good communication skills, leadership skills, results oriented, detail oriented, experience, dependability, accuracy and efficiency, excellent written skills, and continued education were mentioned by the employers as important for career advancement.

### New Skills

Good vocabulary, learning a new coding system, basic computer skills, and being bilingual (English/Spanish) were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- Central County Regional Occupational Program
- Larson Training Centers
- North Orange County Regional Occupational Program
- **Programs Offered:** General Office / Clerical and Typing Services

For additional Training Providers or details for the providers listed, contact the providers or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)

# LANDSCAPING AND GROUNDSKEEPING LABORERS

15 Firms Surveyed with 3,839 Employees in Occupation. OES Code: 790410

## DESCRIPTION

Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work at a nursery facility or at a customer location. Workers typically perform a variety of tasks, which may include any combination of the following: sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stone masons.

**Alternate Job Titles:** Landscape Laborer, Groundskeepers, Landscaper, General Laborer, Gardeners, Landscaping Crew, and Laborer.

## WAGES & FRINGE BENEFITS

### Non-Union, Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$5.75 - \$7.00	\$5.88
New Hires, Experienced:	\$6.00 - \$11.99	\$7.50
3+ Yrs. Experience with Firm:	\$7.00 - \$15.00	\$9.00

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	20% / 0 %	33% / 0 %	7% / 0 %	33% / 20%
Dental Insurance	13% / 0 %	27% / 0 %	13% / 0 %	40% / 20%
Vision Plan	13% / 0 %	27% / 0 %	None	53% / 20%
Life Insurance	20% / 0 %	7% / 0 %	None	67% / 20%
Sick Leave	53% / 0 %	13% / 0 %	None	27% / 20%
Vacation	67% / 0 %	7% / 0 %	None	20% / 20%
Retirement Plan	20% / 0 %	40% / 0 %	None	33% / 20%
Child Care	None	None	None	93% / 20%
Other	None	None	None	0 % / 7%

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- 87% of the employers represented in this survey are non-union and 13% are union.
- 73% of the employees work full-time averaging 40 hours per week, and 13% work part-time averaging 40 hours per week. 7% are temporary or on-call employees, and 7% are seasonal.
- 4% of the employees are female, and 96% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Very Large (10,880 – 13,010)  
Growth Rate: Much Faster Than Average  
Openings Due to Separations: 520

### WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
782	Lawn & garden services

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	27%	73%
Projected Next 24 Mo.	13%	27%	60%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is **very difficult** to find inexperienced applicants.

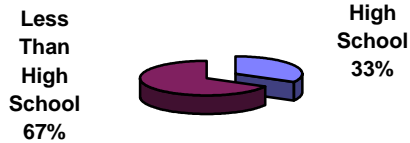
### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	1,661
New Permanent Positions:	195
Temporary Positions:	40
Promotions:	396
Separations:	1,030

# LANDSCAPING AND GROUNDSKEEPING LABORERS

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Many** employers accept training as a substitute for experience. However, **many** employers require prior work experience.

### Computer Skills

**None** of the employers surveyed reported that computer software skills were required for employment.

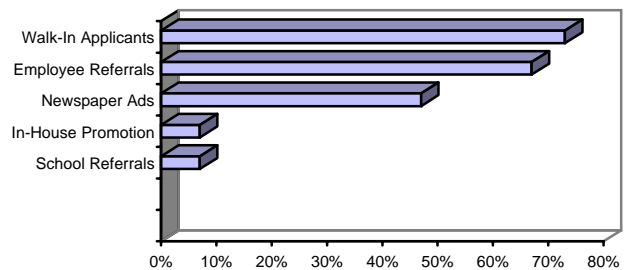
### Career Advancement Skills

Good communication skills, English speaking, professionalism, trade knowledge, knowledge of plant industry, learning ability, honesty, good judgement, having a drivers' license, knowledge of landscaping procedures, math skills, and a technical background in irrigation were mentioned by the employers as important for career advancement.

### New Skills

Good communication skills and staying informed about pertinent State regulations were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- Capistrano – Laguna Beach Regional Occupational Program
- Fullerton Community College
- Santa Ana College
- **Programs Offered:** Landscape Operations & Management

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)



# LODGING MANAGERS

15 Firms Surveyed with 1,682 Employees in Occupation. OES Code: 150262

## DESCRIPTION

Lodging Managers plan, organize, direct, control, or coordinate activities of an organization or department that provides lodging such as hotels, motels, or tourist courts.

**Alternate Job Titles:** General Manager, Assistant General Manager, Leasing Manager, Resident Manager, Assistant Manager, Supervisors, Front Desk Manager, and Front Office Manager.

## WAGES & FRINGE BENEFITS

### Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$7.00 - \$12.00	\$7.00
New Hires, Experienced:	\$8.00 - \$21.31	\$13.42
3+ Yrs. Experience with Firm:	\$9.00 - \$27.70	\$16.30

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	33% / 0 %	60% / 0 %	None	7% / 27%
Dental Insurance	33% / 0 %	53% / 0 %	None	13% / 27%
Vision Plan	33% / 0 %	40% / 0 %	None	27% / 27%
Life Insurance	40% / 0 %	13% / 0 %	7% / 0 %	40% / 27%
Sick Leave	87% / 0 %	7% / 0 %	None	7% / 27%
Vacation	93% / 0 %	7% / 0 %	None	0 % / 27%
Retirement Plan	13% / 0 %	33% / 0 %	7% / 0 %	47% / 27%
Child Care	None	None	7% / 0 %	93% / 27%
Other	7% / 7%	7% / 0 %	None	7% / 7%

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ❑ 100% of the employers represented in this survey are non-union.
- ❑ 63% of the employees work full-time averaging 38 hours per week, 35% work part-time averaging 28 hours per week, and 2% are temporary/on-call.
- ❑ 50% of the employees are female, and 50% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Large (4,010 – 4,710)  
Growth Rate: Much Faster Than Average  
Openings Due to Separations: 610

### WHERE THE JOBS ARE

#### New Job Growth by Industry

Industry Code	Description
5812	Eating places
7011	Hotels & motels

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0%	67%	33%
Projected Next 24 Mo.	7%	67%	27%

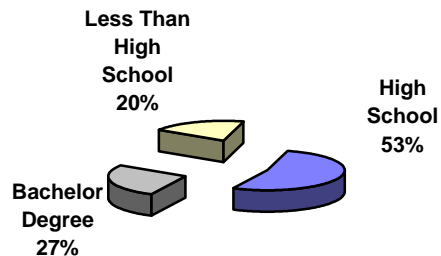
Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	63
New Permanent Positions:	13
Temporary Positions:	0
Promotions:	31
Separations:	19

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Many** employers accept training as a substitute for experience. **Most** employers require prior work experience.

### Computer Skills

**Almost all employers** surveyed reported that word processing skills were required for employment, and **some** reported that spreadsheet, database and desktop publishing skills were important.

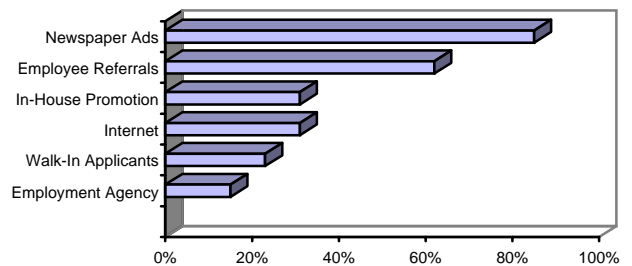
### Career Advancement Skills

Good customer service, good people skills, attention to detail, business classes, problem solving skills, guest relations, superior performance, financial skills, leadership, and knowledge of the business were mentioned by the employers as important for career advancement.

### New Skills

Internet skills, marketing skills, conflict resolution, time management skills, and accounting were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- Orange Coast College
- Cypress College – Adult Education Center
- Ila Polytechnic Institute
- **Programs Offered:** Hotel / Motel and Restaurant Management, Hospitality Services Management

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)

# MEDICAL ASSISTANTS

15 Firms Surveyed with 506 Employees in Occupation. OES Code: 660050

## DESCRIPTION

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment rooms, inventory supplies and instruments, and set up patients for attention of the physician, handing instruments and materials to the physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

**Alternate Job Titles:** Clinic Assistants, Nurse, Medical Receptionist, Front Office Personnel, Back Office Medical Assistant.

## WAGES & FRINGE BENEFITS

### Non-Union, Union, Full and Part-Time Wages

	Range	Median
<b>New Hires, Inexperienced:</b>	\$5.75 - \$7.50	\$7.00
<b>New Hires, Experienced:</b>	\$6.75 - \$13.00	\$10.00
<b>3+ Yrs. Experience with Firm:</b>	\$8.00 - \$15.00	\$11.51

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	33% / 13%	27% / 7%	None	40% / 20%
Dental Insurance	20% / 7%	27% / 13%	None	53% / 20%
Vision Plan	27% / 13%	20% / 7%	None	53% / 20%
Life Insurance	20% / 0 %	13% / 13%	13% / 0 %	53% / 27%
Sick Leave	67% / 13%	13% / 7%	None	20% / 20%
Vacation	80% / 20%	13% / 7%	None	7% / 13%
Retirement Plan	40% / 13%	33% / 13%	None	27% / 13%
Child Care	None	None	None	100% / 40%
Other	7% / 0%	None	None	None

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ❑ 93% of the employers represented in this survey are non-union and 7% are union.
- ❑ 52% of the employees work full-time, averaging 40 hours per week, 44% work part-time averaging 20 hours per week, and 4% are temporary or on-call employees.
- ❑ 93% of the employees are female and 7% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Medium (2,564-3,370)  
Growth Rate: Much Faster Than Average  
Openings Due to Separations: 410

### WHERE THE JOBS ARE

#### New Job Growth by Industry

Industry Code	Description
8011	Offices & clinics of medical doctors

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	67%	33%
Projected Next 24 Mo.	0 %	67%	33%

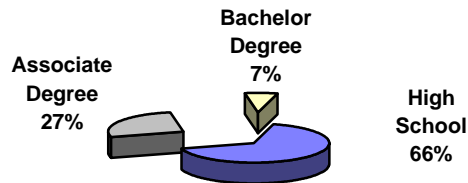
Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is **not difficult** to find inexperienced applicants.

### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	70
New Permanent Positions:	9
Temporary Positions:	5
Promotions:	10
Separations:	46

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Many** employers accept training as a substitute for experience. **Most** employers require prior work experience.

### Computer Skills

**Most** employers seek applicants with skills in word processing and **some** seek applicants with knowledge of spreadsheet applications.

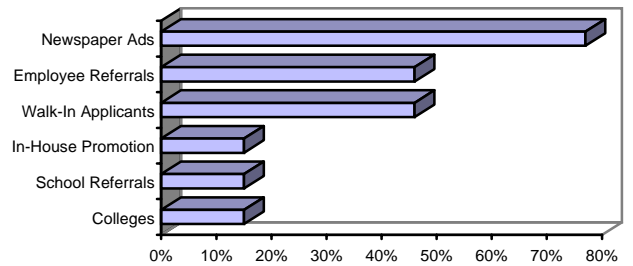
### Career Advancement Skills

The ability to communicate clearly, being organized, familiarity with insurance, knowledge of HMO's, customer service skills, good people skills, accuracy and courtesy, knowledge of medical field, hard working, venipuncture skills, and strong clinical skills were mentioned by the employers as important for career advancement.

### New Skills

Administering oral medication and injections, paper work, computer skills, medical office procedures, learning a new coding system, clinical skills and more education were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- Coastline Regional Occupational Program
- Goldenwest College
- Medical Institute
- **Programs Offered:** Medical Office Management, Medical Assistant

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)

# NUMERICAL-CONTROL, MACHINE-TOOL OPERATORS AND TENDERS

15 Firms Surveyed with 252 Employees in Occupation. OES Code: 915020

## DESCRIPTION

Numerical-Control, Machine-Tool Operators And Tenders set up and operate magnetic or punched-tape controlled machine tools that automatically mill, drill, broach, and ream metal or plastic parts. They may adjust machine feed and speed and change cutter machine parts to specification when automatic programming is faulty or if machine malfunctions.

**Alternate Job Titles:** CC Machine Operator, Numerical Control Drill Operators, CNC/EDM Programmer/Operator, Machine Tool Operator, CNC Machinists, Experimental Machinist, Operators, Machinist, and CNC Operator.

## WAGES & FRINGE BENEFITS

### Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$7.50 – \$14.00	\$0.00
New Hires, Experienced:	\$6.14 – \$18.00	\$10.00
3+ Yrs. Experience with Firm:	\$10.50 - \$22.60	\$15.00

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	33% / 0 %	47% / 0 %	None	20% / 13%
Dental Insurance	13% / 0 %	33% / 0 %	7% / 0 %	47% / 13%
Vision Plan	13% / 0 %	20% / 0 %	7% / 0 %	60% / 13%
Life Insurance	33% / 0 %	20% / 0 %	None	47% / 13%
Sick Leave	47% / 0 %	None	None	53% / 13%
Vacation	87% / 0 %	None	None	13% / 13%
Retirement Plan	20% / 0 %	40% / 0 %	None	40% / 13%
Child Care	7% / 0 %	None	None	93% / 13%
Other	None	None	None	7% / 7%

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ❑ 100% of the employers represented in this survey are non-union.
- ❑ 99% of the employees work full-time averaging 44 hours per week and 1% work part-time averaging 32 hours per week.
- ❑ 8% of the employees are female, and 92% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Small (1,110 – 1,600)  
Growth Rate: Much Faster Than Average  
Openings Due to Separations: 140

### WHERE THE JOBS ARE New Job Growth by Industry

Industry Code	Description
3599	Industrial machinery
3672	Printed circuit boards

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	7%	47%	47%
Projected Next 24 Mo.	13%	40%	47%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

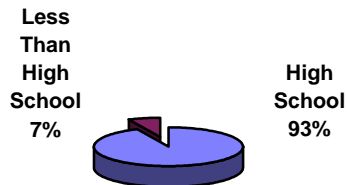
### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	84
New Permanent Positions:	29
Temporary Positions:	0
Promotions:	2
Separations:	53

# NUMERICAL-CONTROL, MACHINE-TOOL OPERATORS AND TENDERS

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Some** employer's accept training as a substitute for experience. **Most** employers require prior work experience.

### Computer Skills

**None** of the employers surveyed reported that computer skills were required for employment.

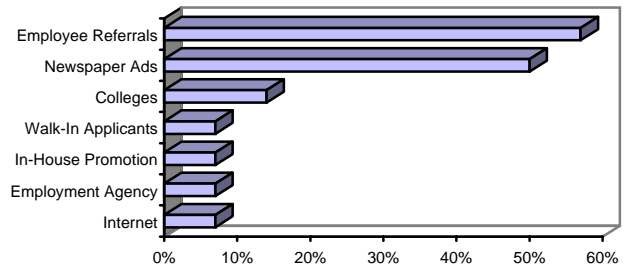
### Career Advancement Skills

Dedication, good people skills, machine knowledge, practical knowledge of mastercam and autocad, leadership, supervisory skills, technical skills, good with electronics, trigonometry, programming, trouble shooting, reliability, willing to learn and adapt, willing to advance, and doing the job right were mentioned by the employers as important for career advancement.

### New Skills

Good English verbal and writing skills, ability to operate CNC machine, and good mechanical skills were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- Santa Ana College
- **Programs Offered:** None specified

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)

# OCCUPATIONAL THERAPISTS

15 Firms Surveyed with 185 Employees in Occupation. OES Code: 323050

## DESCRIPTION

Occupational Therapists plan, organize, and participate in medically oriented occupational programs in hospitals or similar institutions to rehabilitate patients who are physically or mentally ill.

**Alternate Job Titles:** Registered Occupational Therapist and Clinical Occupational Therapist.

## WAGES & FRINGE BENEFITS

### Non-Union, Full and Part-Time Wages

	Range	Median
New Hires, Inexperienced:	\$21.05 - \$22.00	\$21.10
New Hires, Experienced:	\$20.00 - \$28.77	\$23.01
3+ Yrs. Experience with Firm:	\$22.00 - \$33.56	\$25.21

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	27% / 0 %	60% / 27%	None	7% / 40%
Dental Insurance	27% / 0 %	53% / 20%	7% / 7%	7% / 40%
Vision Plan	33% / 0 %	47% / 27%	7% / 7%	7% / 33%
Life Insurance	33% / 0 %	27% / 20%	13% / 7%	20% / 40%
Sick Leave	67% / 20%	13% / 7%	None	13% / 40%
Vacation	67% / 20%	13% / 7%	None	13% / 40%
Retirement Plan	7% / 0 %	60% / 27%	7% / 0 %	20% / 40%
Child Care	None	None	13% / 7%	80% / 60%
Other	None	7% / 7%	None	7% / 0 %

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ❑ 100% of the employers represented in this survey are non-union.
- ❑ 54% of the employees work full-time averaging 39 hours per week, 19% work part-time averaging 22 hours per week, and 27% are temporary or on-call employees.
- ❑ 75% of the employees are female, and 25% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Small (420 – 590)  
Growth Rate: Much Faster Than Average  
Openings Due to Separations: 60

### WHERE THE JOBS ARE New Job Growth by Industry

Industry Code	Description
8049	Offices of health practitioners
8062	General medical & surgical hospitals

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	20%	47%	33%
Projected Next 24 Mo.	7%	47%	47%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

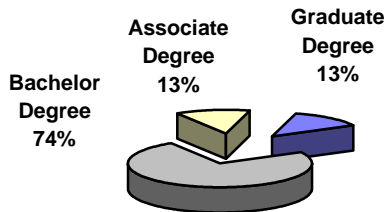
### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	67
New Permanent Positions:	18
Temporary Positions:	7
Promotions:	13
Separations:	29

# OCCUPATIONAL THERAPISTS

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Many** employers accept training as a substitute for experience. **Most** employers require prior work experience.

### Computer Skills

**Many** employers surveyed reported that computer skills were required for employment.

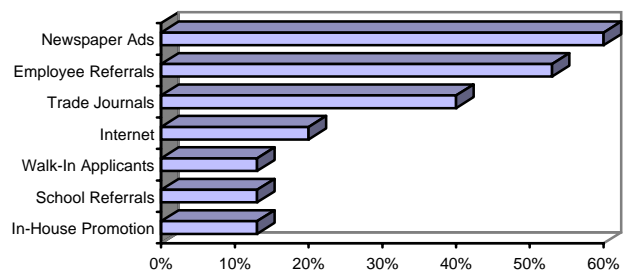
### Career Advancement Skills

Good management and people skills, teaching skills, enthusiasm and team building skills, leadership and clinical skills, flexibility and productivity, continuing education, and supervisory skills were mentioned by the employers as important for career advancement.

### New Skills

Understanding regulatory issues, learning new therapy techniques, and being well organized were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- Saddleback College
- **Programs Offered:** Occupational Therapy

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)



# PEST CONTROLLERS AND PEST CONTROL ASSISTANTS

16 Firms Surveyed with 176 Employees in Occupation. OES Code: 670080

## DESCRIPTION

Pest Controllers and Pest Control Assistants spray or release chemical solutions or toxic gases and set mechanical traps to kill pests and vermin such as mice, termites, and roaches that infest buildings and surrounding areas.

**Alternate Job Titles:** Sales/Service Technician, Pest or Termite Control Technician, Pest Control Tech, Licensed Fumigator, Crewmen, and Exterminator.

## WAGES & FRINGE BENEFITS

### Non-Union, Full and Part-Time Wages

	Range	Median
<b>New Hires, Inexperienced:</b>	\$6.00 - \$11.51	\$7.75
<b>New Hires, Experienced:</b>	\$7.00 - \$18.75	\$10.00
<b>3+ Yrs. Experience with Firm:</b>	\$7.00 - \$21.88	\$14.69

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	31% / 0 %	38% / 0 %	None	31% / 6%
Dental Insurance	None	19% / 0 %	6% / 0 %	75% / 6%
Vision Plan	6% / 0 %	13% / 0 %	6% / 0 %	75% / 6%
Life Insurance	6% / 0 %	13% / 0 %	None	81% / 6%
Sick Leave	50% / 0 %	6% / 0 %	None	44% / 6%
Vacation	88% / 0 %	6% / 0 %	None	6% / 6%
Retirement Plan	None	19% / 0 %	None	81% / 6%
Child Care	None	None	None	100% / 6%
Other	None	6% / 0 %	None	0 % / 6%

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ☐ 100% of the employers represented in this survey are non-union.
- ☐ 99% of the employees work full-time averaging 43 hours per week and 1% work part-time averaging 20 hours per week.
- ☐ 10% of the employees are female, and 90% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Small (530 - 600)  
Growth Rate: Slower Than Average  
Openings Due to Separations: 80

### WHERE THE JOBS ARE

#### New Job Growth by Industry

Industry Code	Description
7342	Disinfecting & pest control services

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	38%	63%
Projected Next 24 Mo.	0 %	38%	63%

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is **moderately difficult** to find inexperienced applicants.

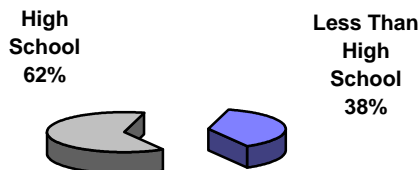
### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	52
New Permanent Positions:	19
Temporary Positions:	0
Promotions:	8
Separations:	25

# PEST CONTROLLERS AND PEST CONTROL ASSISTANTS

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Many** employers accept training as a substitute for experience. **Some** employers require prior work experience.

### Computer Skills

**Most** employers seek applicants with skills in word processing, **some** seek applicants with knowledge of spreadsheet applications, and **some** employers seek applicants with database skills.

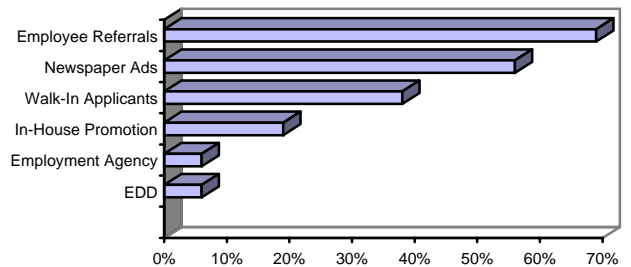
### Career Advancement Skills

Good attitude, people skills, self-starter, sales ability, basic business skills, math skills, being dedicated, responsible and stable, common sense, honesty, hard work and experience were mentioned by the employers as important for career advancement.

### New Skills

Continued education, sales, minor mechanical skills, and communication/people skills were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- Advanced Institute of Pest Technology
- **Programs Offered:** Entomology

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)

# POLICE PATROL OFFICERS

16 Firms Surveyed with 2,251 Employees in Occupation. OES Code: 630140

## DESCRIPTION

Police Patrol Officers maintain order, enforce laws and ordinances, and protect life and property in an assigned patrol district or beat by performing a combination of such duties as patrolling a specific area on foot or in a vehicle; directing traffic; issuing traffic summonses; investigating accidents; apprehending, arresting and processing prisoners; and giving evidence in court.

**Alternate Job Titles:** Police Officer, Entry Level Police Officer, and Police Corporal.

## WAGES & FRINGE BENEFITS

### Non-Union, Union, Full and Part-Time Wages

	Range	Median
<b>New Hires, Inexperienced:</b>	\$14.38 - \$21.25	\$18.16
<b>New Hires, Experienced:</b>	\$19.18 - \$26.60	\$21.92
<b>3+ Yrs. Experience with Firm:</b>	\$23.43 - \$27.83	\$24.98

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	75% / 0 %	25% / 0 %	None	0 % / 13%
Dental Insurance	81% / 0 %	19% / 0 %	None	0 % / 13%
Vision Plan	69% / 0 %	6% / 0 %	None	25% / 13%
Life Insurance	94% / 0 %	6% / 0 %	None	0 % / 13%
Sick Leave	100% / 0 %	None	None	0 % / 13%
Vacation	100% / 0 %	None	None	0 % / 13%
Retirement Plan	94% / 0 %	None	6% / 0 %	0 % / 13%
Child Care	None	None	None	100% / 13%
Other	13% / 0 %	None	6% / 0 %	13% / 6%

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- 94% of the employers represented in this survey are union and 6% are non-union.
- 99% of the employees work full-time averaging 40 hours per week and 1% work part-time averaging 20 hours per week.
- 14% of the employees are female, and 86% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Small (1,450 – 1,820 Projected)  
Growth Rate: Much Faster Than Average  
Openings Due to Separations: 470

### WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
9131	Executive & legislative combines

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	44%	56%
Projected Next 24 Mo.	0 %	50%	50%

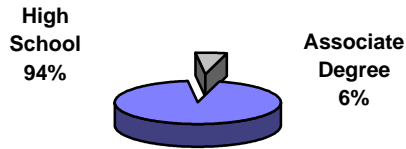
Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **very difficult** to find inexperienced applicants.

### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	151
New Permanent Positions:	51
Temporary Positions:	1
Promotions:	41
Separations:	58

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Many** employers accept training as a substitute for experience. **Some** employers require prior work experience.

### Computer Skills

**Some** employers surveyed reported that computer skills were required for employment.

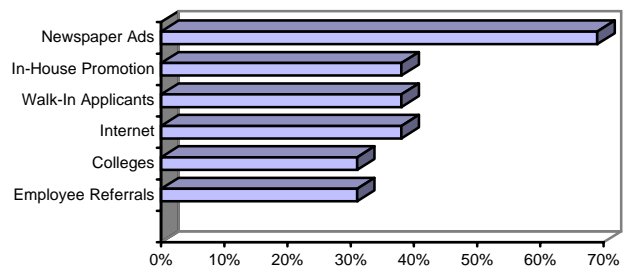
### Career Advancement Skills

Leadership and management skills, job performance, continuing education, exhibiting good judgement in problem situations, and effective human relations were mentioned by the employers as important for career advancement.

### New Skills

Physical agility and ability, and conflict resolution skills were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- Civil Service Academy, Inc.
- Capistrano – Laguna Beach Regional Occupational Program
- Golden West College
- **Programs Offered:** Criminal Justice Studies, Law Enforcement Studies

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)

# RECREATION WORKERS

15 Firms Surveyed with 1,140 Employees in Occupation. OES Code: 273110

## DESCRIPTION

Recreation Workers conduct recreation activities with groups in public, private, or volunteer agencies or recreation facilities. They consider the needs and interests of individual members and organize and promote activities, such as arts and crafts, sports, games, music, dramatics, social recreation, camping and hobbies.

**Alternate Job Titles:** Community Services Leaders, Recreational Leader, Athletic Director, Summer Camp Counselors, Activities Assistant, Activity Center Troop Staff, Mentor, Camp Counselor, Sports Counselor, Recreation Attendant, and Social Services.

## WAGES & FRINGE BENEFITS

### Non-Union, Full and Part-Time Wages

	Range	Median
<b>New Hires, Inexperienced:</b>	\$5.75 - \$7.05	\$6.63
<b>New Hires, Experienced:</b>	\$6.00 - \$11.03	\$7.60
<b>3+ Yrs. Experience with Firm:</b>	\$7.00 - \$12.47	\$9.75

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	40% / 7%	33% / 7%	None	0 % / 67%
Dental Insurance	27% / 7%	40% / 0 %	0 % / 7%	7% / 67%
Vision Plan	13% / 7%	33% / 0 %	0 % / 7%	27% / 67%
Life Insurance	47% / 7%	7% / 0 %	None	20% / 73%
Sick Leave	67% / 20%	None	None	7% / 60%
Vacation	73% / 20%	None	None	0 % / 60%
Retirement Plan	53% / 13%	20% / 7%	None	0 % / 60%
Child Care	7% / 0 %	7% / 0 %	7% / 0 %	53% / 80%
Other	None	None	None	None

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ❑ 100% of the employers represented in this survey are non-union.
- ❑ 16% of the employees work full-time averaging 40 hours per week, 40% work part-time averaging 25 hours per week, and 44% are seasonal employees.
- ❑ 68% of the employees are female, and 32% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Medium (2,030 – 2,350)  
Growth Rate: Faster Than Average  
Openings Due to Separations: 290

### WHERE THE JOBS ARE

New Job Growth by Industry

Industry Code	Description
8641	Civic & social associations

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	7%	33%	60%
Projected Next 24 Mo.	7%	27%	67%

Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

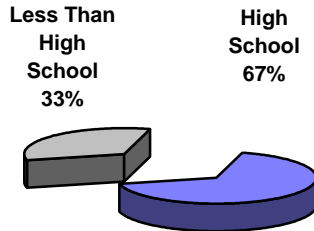
### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	322
New Permanent Positions:	55
Temporary Positions:	148
Promotions:	49
Separations:	70

# RECREATION WORKERS

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Most** employers accept training as a substitute for experience. **Some** employers require prior work experience.

### Computer Skills

**Almost all** employers surveyed reported that computer skills were required for employment.

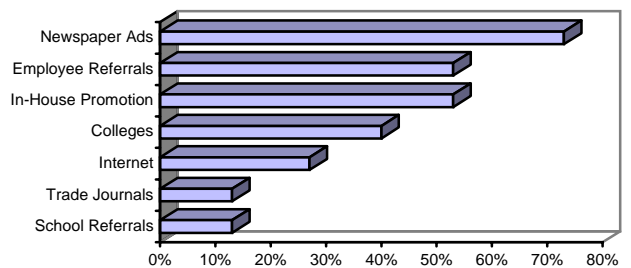
### Career Advancement Skills

Customer service skills, creativity, good communication skills, pleasant and enthusiastic attitude, punctuality, leadership skills, good business knowledge and customer relations, service orientation, good analytical skills and ability to manage a budget, and good organizational skills were mentioned by the employers as important for career advancement.

### New Skills

Child development knowledge, experience working with young people, graphic arts ability, and being bilingual were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- Concordia University
- Saddleback College
- Goldenwest College
- **Programs Offered:** Child Growth & Development Studies; General Music; Crafts, Folk Art & Artisanry; Drawing

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)

# SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING

15 Firms Surveyed with 271 Employees in Occupation. OES Code: 251020

## DESCRIPTION

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. Does not include persons working primarily as engineers, mathematicians, programmers, or scientists.

**Alternate Job Titles:** Systems Consultant, Network Engineer, Network Analyst, and Technical Analyst.

## WAGES & FRINGE BENEFITS

### Non-Union, Full and Part-Time Wages

	<i>Range</i>	<i>Median</i>
<b>New Hires, Inexperienced:</b>	\$10.00 - \$10.00	\$10.00
<b>New Hires, Experienced:</b>	\$10.00 - \$28.77	\$19.18
<b>3+ Yrs. Experience with Firm:</b>	\$15.00 - \$38.36	\$23.97

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	47% / 7%	47% / 0 %	None	0 % / 7%
Dental Insurance	40% / 7%	33% / 0 %	None	20% / 7%
Vision Plan	33% / 0 %	33% / 0 %	None	27% / 13%
Life Insurance	40% / 7%	20% / 0 %	None	33% / 7%
Sick Leave	87% / 7%	None	None	7% / 7%
Vacation	87% / 7%	None	None	7% / 7%
Retirement Plan	20% / 0 %	40% / 0 %	7% / 0 %	27% / 13%
Child Care	None	None	None	93% / 13%
Other	None	None	None	None

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ❑ 100% of the employers represented in this survey are non-union.
- ❑ 98% of the employees work full-time averaging 43 hours per week, and 1% work part-time averaging 25 hours per week.
- ❑ 23% of the employees are female, and 77% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Large (4,640 – 7,070)  
Growth Rate: Much Faster Than Average  
Openings Due to Separations: 340

### WHERE THE JOBS ARE

#### New Job Growth by Industry

Industry Code	Description
6411	Insurance agents, brokers & service
8711	Engineering services

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	60%	40%
Projected Next 24 Mo.	7%	27%	67%

Employers report it is **very difficult** to find fully experienced and qualified applicants. It is also **very difficult** to find inexperienced applicants.

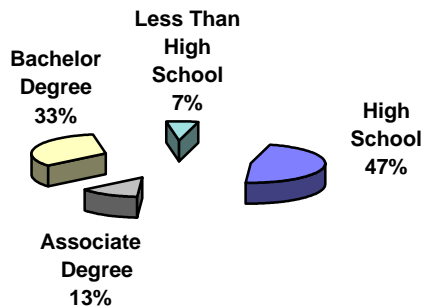
### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	211
New Permanent Positions:	129
Temporary Positions:	0
Promotions:	23
Separations:	59

# SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING

## EMPLOYER REQUIREMENTS

Education of Recent Hires



### Required Training or Work Experience

**Some** employers accept training as a substitute for experience. **Almost all** employers require prior work experience.

### Computer Skills

**Almost all employers** surveyed reported that word processing skills were required for employment, and **most** reported that spreadsheet, database and desktop publishing skills were important.

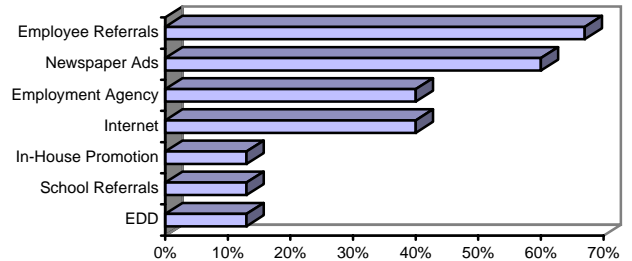
### Career Advancement Skills

Technical skills, good writing and oral communication skills, attendance, management skills, responsibility, education, and consulting capability were mentioned by the employers as important for career advancement.

### New Skills

Internet communication, constantly upgrading knowledge, time management, team interaction, SQL server skills, written and verbal communication skills and fiber optics were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- Academy of Computer Technology
- Learning Tree University
- Infotec Commercial Systems (Clauzet Center)
- **Programs Offered:** Computer and Information Sciences, General; Computer Programming

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)



# TRAFFIC, SHIPPING, RECEIVING CLERKS

19 Firms Surveyed with 79 Employees in Occupation. OES Code: 580280

## DESCRIPTION

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying, and recording incoming merchandise or material; and arranging for the transportation of products. Does not include Stock Clerks, and workers whose primary duties involve weighing and checking.

**Alternate Job Titles:** Dispatch Clerks, Shippers, Warehouse Worker, Warehouse Clerk, Assembler/Shipper, and Inventory Control.

## WAGES & FRINGE BENEFITS

### Non-Union, Full and Part-Time Wages

	Range	Median
<b>New Hires, Inexperienced:</b>	\$6.00 - \$10.00	\$8.00
<b>New Hires, Experienced:</b>	\$6.33 - \$12.00	\$8.63
<b>3+ Yrs. Experience with Firm:</b>	\$7.50 - \$14.50	\$11.00

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	42% / 0 %	42% / 0 %	None	16% / 16%
Dental Insurance	37% / 0 %	32% / 0 %	None	32% / 16%
Vision Plan	16% / 0 %	16% / 0 %	None	68% / 16%
Life Insurance	32% / 0 %	21% / 0 %	None	47% / 16%
Sick Leave	68% / 0 %	None	5% / 0 %	26% / 16%
Vacation	95% / 0 %	None	5% / 0 %	0 % / 16%
Retirement Plan	32% / 0 %	11% / 0 %	None	58% / 16%
Child Care	11% / 0 %	None	None	89% / 16%
Other	None	5% / 0 %	None	58% / 5%

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ❑ 100% of the employers represented in this survey are non-union.
- ❑ 91% of the employees work full-time averaging 40 hours per week, 6% work part-time averaging 22 hours per week, and 3% are temporary employees.
- ❑ 25% of the employees are female, and 75% are male.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Very Large (12,230 – 13,260)  
Growth Rate: Slower Than Average  
Openings Due to Separations: 1,350

### WHERE THE JOBS ARE

#### New Job Growth by Industry

Industry Code	Description
5045	Computers, peripherals & software
5065	Electrical parts & equipment

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	0 %	84%	16%
Projected Next 24 Mo.	0 %	58%	42%

Employers report it is **not difficult** to find fully experienced and qualified applicants. It is **moderately difficult** to find inexperienced applicants.

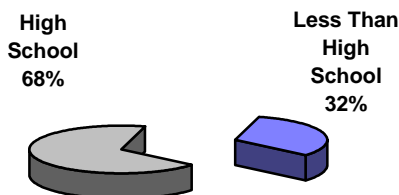
### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	19
New Permanent Positions:	3
Temporary Positions:	3
Promotions:	5
Separations:	8

# TRAFFIC, SHIPPING, RECEIVING CLERKS

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Most** employers accept training as a substitute for experience. **Some** employers require prior work experience.

### Computer Skills

**Many** employers surveyed reported that computer word processing skills were required for employment.

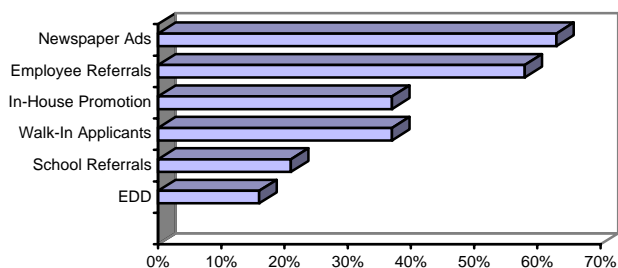
### Career Advancement Skills

The ability to prioritize multiple tasks, good analytical ability, good customer service and communication skills, a willingness to work and follow procedures, product knowledge, and the ability to make good decisions were mentioned by the employers as important for career advancement.

### New Skills

Computer literacy, product knowledge, interpersonal skills were new skills reported by the employers surveyed.

## RECRUITMENT METHODS



## Training Providers

- Central County Regional Occupational Program
- Larson Training Centers
- North Orange County Regional Occupational Program
- **Programs Offered:** General Office / Clerical and Typing Services

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)

# TRUCK DRIVERS - LIGHT

15 Firms Surveyed with 621 Employees in Occupation. OES Code: 971050

## DESCRIPTION

Light Truck Drivers, Including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Does not include workers whose duties include sales.

**Alternate Job Titles:** Courier, Courier Guard, Van Driver, and Delivery Truck Driver.

## WAGES & FRINGE BENEFITS

### Union, Non-Union, Full and Part-Time Wages

	Range	Median
<b>New Hires, Inexperienced:</b>	\$5.75 - \$11.40	\$8.26
<b>New Hires, Experienced:</b>	\$5.75 - \$12.50	\$9.50
<b>3+ Yrs. Experience with Firm:</b>	\$7.00 - \$16.78	\$12.02

### FRINGE BENEFITS

Full Time / Part Time	Employer Pays All	Share Cost	Employee Pays All	Not Provided
Medical Insurance	33% / 0 %	40% / 13%	None	20% / 47%
Dental Insurance	20% / 0 %	40% / 13%	None	33% / 47%
Vision Plan	20% / 0 %	40% / 13%	None	33% / 47%
Life Insurance	20% / 7%	27% / 7%	None	47% / 47%
Sick Leave	33% / 7%	7% / 0 %	None	53% / 53%
Vacation	47% / 13%	13% / 7%	None	33% / 40%
Retirement Plan	20% / 7%	27% / 7%	None	47% / 47%
Child Care	None	None	None	93% / 60%
Other	7% / 7%	7% / 7%	None	7% / 0 %

All data is based on the percentages of employers responding to this question.

## WORK PATTERNS

- ❑ 93% of all employers surveyed in this occupation are non-union, and 7% are union.
- ❑ 50% of the employees work full-time, averaging 41 hours per week and 50% work part-time averaging 30 hours per week.
- ❑ 85% of the employees are male, and 15% are female.

## EMPLOYMENT FORECAST 1995-2002

### ORANGE COUNTY

Average Job Growth Rate 14.8%

Occupation Size: Very Large (10,600-12,500)  
Growth Rate: Much Faster Than Average  
Openings Due to Separations: 1,260

### WHERE THE JOBS ARE New Job Growth by Industry

Industry Code	Description
4215	Courier services, except by air
4513	Air courier services

## EMPLOYMENT TRENDS

### Supply And Demand Assessment

Employment Levels	Decline	Remain Stable	Grow
Past Year	7%	47%	47%
Projected Next 24 Mo.	0 %	40%	60%

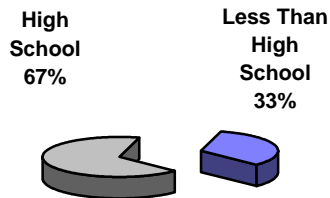
Employers report it is **moderately difficult** to find fully experienced and qualified applicants. It is also **moderately difficult** to find inexperienced applicants.

### Employers Sources of Filled Openings During Past Year

Total Employees Hired:	267
New Permanent Positions:	28
Temporary Positions:	1
Promotions:	55
Separations:	183

## EMPLOYER REQUIREMENTS

### Education of Recent Hires



### Required Training or Work Experience

**Some** employers accept training as a substitute for experience. **Some** employers require prior work experience.

### Computer Skills

**Few** employers seek applicants with skills in word processing and spreadsheet applications.

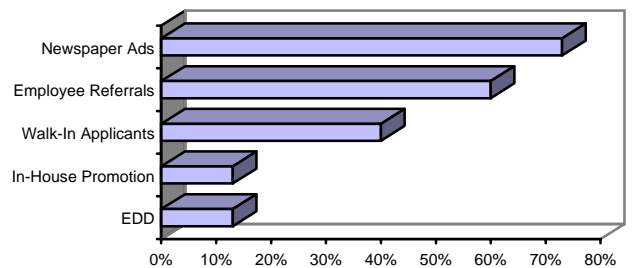
### Career Advancement Skills

Willingness to work, able to handle stress, eagerness, timeliness, good work ethic, desire to learn, hard work, willing to have more responsibilities, people skills, good attendance, no mistakes made, and attitude were mentioned by the employers as important for career advancement.

### New Skills

General map reading and computer applications were reported separately by 2 employers.

## RECRUITMENT METHODS



## Training Providers

- California Career School
- Central County Regional Occupational Program
- **Programs Offered:** None specified

For additional Training Providers or details for the providers listed, contact the providers directly or visit the following web sites:

- State Training Inventory [www.soicc.ca.gov](http://www.soicc.ca.gov)
- Orangeworks [www.orangeworks.org](http://www.orangeworks.org)
- I-TRAIN [www.i-train.org](http://www.i-train.org)

# TRAINING PROVIDERS

## 1999 SURVEYED OCCUPATIONS

UNIVERSITY EXTENSIONS:	
<b>UNIVERSITY OF CALIFORNIA IRVINE – EXTENSION</b> (Mail) Extension Office P.O. Box 6050 Irvine, CA 92616-6050 (949) 824-5414 <a href="http://www.unex.uci.edu/">www.unex.uci.edu/</a>	<b>CALIFORNIA STATE UNIVERSITY FULLERTON – EXTENDED EDUCATION</b> Extended Education: 800 N. State College Blvd. Fullerton, CA 92834-9480 (714) 278-2611 <a href="http://www.takethelead.fullerton.edu">www.takethelead.fullerton.edu</a>
COMMUNITY COLLEGE DISTRICTS:	
<a href="http://www.orangeworks.org">www.orangeworks.org</a>	
<b>COAST COMMUNITY COLLEGE DISTRICT</b> Campuses: Coastline, Fountain Valley Golden West, Huntington Beach Orange Coast, Costa Mesa Main Office - 1370 Adams Avenue Costa Mesa, CA. 92626 (714) 438-4600 <a href="http://coastline.cccd.edu/">coastline.cccd.edu/</a>	<b>NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT</b> Campuses: Cypress, Cypress Fullerton, Fullerton Main Office – 1000 N. Lemon Street Fullerton, CA 92832-1351 (714) 578-8400 <a href="http://www.fullcoll.edu/">www.fullcoll.edu/</a>
<b>RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT</b> Campuses: Santa Ana College, Santa Ana Santiago Canyon, Orange  Main Office – 1530 West 17 <sup>th</sup> Street Santa Ana, CA 92706 (714) 564-6000 <a href="http://www.rancho.cc.ca.us/">www.rancho.cc.ca.us/</a>	<b>SOUTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT</b> Campuses: Irvine Valley College, Irvine Saddleback College, Mission Viejo  Main Office – 28000 Marguerite Parkway Mission Viejo, CA 92692-3635 (949) 582-4500 <a href="http://www.saddleback.cc.ca.us/">www.saddleback.cc.ca.us/</a>
REGIONAL OCCUPATIONAL PROGRAMS (ROP):	
<b>CAPISTRANO-LAGUNA BEACH ROP</b> Main Office – 31522 El Camino Real San Juan Capistrano, CA 92675 (949) 496-3118	<b>CENTRAL COUNTY ROP</b> Main Office – 2333 N. Broadway, Suite 260 Santa Ana, CA 92706-1641 (714) 541-5537
<b>COASTLINE ROP</b> Main Office – 1001 Presidio Square Costa Mesa, CA 92626 (714) 979-1955	<b>NORTH ORANGE COUNTY ROP</b> Main Office – 2360 La Palma Avenue Anaheim, CA 92801-3395 (714) 776-2170
ADULT EDUCATION PROGRAMS:	
<b>CAPISTRANO UNIFIED SCHOOL DISTRICT- COMMUNITY EDUCATION PROGRAM (CUSD)</b> Main Office: 31422 Camino Capistrano San Juan Capistrano, CA 92675 (949) 493-0658	<b>CYPRESS COMMUNITY COLLEGE- SCHOOL OF CONTINUING EDUCATION (NOCccd)</b> Main Office: 9200 Valley View St., Ae-9 Cypress, CA 90630-5897 (714) 995-2238 <a href="http://www.nocccd.cc.ca.us/sce.htm">www.nocccd.cc.ca.us/sce.htm</a>

# TRAINING PROVIDERS

## 1999 SURVEYED OCCUPATIONS

<b>FULLERTON-WILSHIRE ADULT CONTINUING EDUCATION CENTER (NOCCCD)</b> Main Office: 315 E. Wilshire Fullerton, CA 92832 (714) 526-8258 <a href="http://www.nocccd.cc.ca.us/sce.htm">www.nocccd.cc.ca.us/sce.htm</a>	<b>YORBA LINDA ADULT CONTINUING EDUCATION CENTER (NOCCCD)</b> Main Office: 4175 Fairmont Boulevard Yorba Linda, CA 92686 (714) 779-8279 <a href="http://www.nocccd.cc.ca.us/sce.htm">www.nocccd.cc.ca.us/sce.htm</a>
<b>PRIVATE TRAINING PROVIDERS:</b>	
<b>A.D. BANKER &amp; COMPANY</b> 2301 Campus Drive Irvine, CA 92612 (949) 477-2002 <a href="http://www.adbanker.com">www.adbanker.com</a>	<b>ACADEMY OF COMPUTER TECHNOLOGY</b> 16371 Beach Blvd., #151 Huntington Beach, CA 92647 (714) 843-6360
<b>AMERICAN SCHOOL OF MORTGAGE BANKING</b> 17332 Irvine Blvd., Suite 200 Tustin, CA 92780 (714) 832-2762	<b>ASSOCIATED TECHNICAL COLLEGE – ANAHEIM</b> 1177 North Magnolia Blvd. Anaheim, CA 92801 (714) 229-8785
<b>BOSPHOROUS EDUCATION CENTER</b> 17150 Newhope St., Suite 117 Fountain Valley, CA 92708 (714) 825-0800	<b>CADUCEN ENTERPRISES</b> 4500 Campus Dr., Suite 201 Newport Beach, CA 92660 (949) 476-6282
<b>CALIFORNIA CAREER SCHOOL</b> 1100 Technology Circle Anaheim, CA 92805-6550 (714) 635-6585	<b>CALIFORNIA COAST UNIVERSITY</b> 700 North Main St. Santa Ana, CA 92701-3564 (714) 547-9625 <a href="http://www.calcoast.edu">www.calcoast.edu</a>
<b>CAREER MANAGEMENT INSTITUTE</b> 1855 W. Katella Ave., Suite 150 Orange, Ca 92867 (714) 771-5077	<b>CAREER NETWORKS INSTITUTE</b> 986 Town & Country Rd. Orange, CA 92868 (714) 568-1566
<b>CASA REAL LEARNING CENTER</b> 1666 North Main St., Suite 415 Santa Ana, CA 92701 (714) 835-6695	<b>CENTER FOR EMPLOYMENT TRAINING</b> 120 West Fifth St., Suite 120 Santa Ana, CA 92701 (714) 568-1755
<b>CENTER FOR HEALTH ED ADVANCEMENT</b> 1215 W. Imperial Highway, Suite 105 Brea, CA 92821 (714) 441-3450	<b>CIVIL SERVICE ACADEMY INC.</b> 8361 Westminster Blvd., Suite 330 Westminster, CA 92683 (714) 897-5150
<b>COLLEGE OF AUTOMOTIVE MANAGEMENT</b> 6 Hutton Center Drive, Suite 300 Santa Ana, CA 92707 (714) 755-6835	<b>COMP USA TRAINING SUPERCENTER</b> 9430 Warner Ave. Fountain Valley, CA 92708 (714) 965-4250

# TRAINING PROVIDERS

## 1999 SURVEYED OCCUPATIONS

<b>COMPUTER EDUCATION INSTITUTE</b> 2035 E. Ball Rd., Suite 100 Anaheim, CA 92806 (714) 772-6941	<b>COMPUTER EDUCATION INSTITUTE</b> 24551 Raymond Way, Suite 285 Lake Forest, CA 92630 (949) 472-4192
<b>COMPUTER LEARNING CENTER OF ANAHEIM</b> 222 S. Harbor Blvd. Anaheim, CA 92805 (714) 956-8060 <a href="http://www.clcx.com">www.clcx.com</a>	<b>CONCORDE CAREER INSTITUTE</b> 1717 S. Brookhurst St. Anaheim, CA 92804 (714) 635-3450
<b>CONCORDIA UNIVERSITY</b> 1530 Concordia West Irvine, CA 92612 (949) 854-8002 <a href="http://www.cui.edu">www.cui.edu</a>	<b>CONTRACTORS STATE LICENSE SCHOOL</b> 530 W. Katella Ave. Orange, CA 92867 (714) 289-9107
<b>CSI, BRYMAN COLLEGE</b> 1120 W. La Veta Ave., Suite 100 Orange, CA 92668 (714) 953-6500	<b>EXCEL TECHNICAL COLLEGE INC.</b> 2050 W. Chapman Ave., Suite 108 Orange, CA 92868 (714) 712-4166
<b>EXECUTRAIN OF CALIFORNIA</b> 17877 Von Karmen Ave., Suite 150 Irvine, CA 92707 (949) 221-0300	<b>GLOBAL KNOWLEDGE NETWORK</b> 3187 Redhill Ave., Suite 150 Costa Mesa, CA 92626 (714) 444-4022
<b>HELLIER ASSOCIATES INC.</b> 2051 E. Cerritos Ave., Suite 8A Anaheim, CA 92806 (714) 956-2274	<b>HERMANDAD TRAINING CENTER</b> 825 North Broadway St. Santa Ana, CA 92701 (714) 541-0250
<b>HI TEK SOLUTIONS INC.</b> 2361 Campus Drive, Suite 107 Irvine, CA 92715 (949) 474-8270	<b>HOPE INTERNATIONAL UNIVERSITY</b> 2500 E. Nutwood Ave. Fullerton, CA 92831-3138 (714) 879-3901
<b>ILA POLYTECHNIC INSTITUTE</b> 202 W. Lincoln Ave., Suite H Orange, CA 92865-1058 (714) 772-4452 <a href="http://www.ilapolytech.com">www.ilapolytech.com</a>	<b>INFOTEC COMMERCIAL SYSTEMS (CLAUSET CENTER)</b> 3100 S. Harbor Blvd., Suite 100 Santa Ana, CA 92704 (714) 755-7120 <a href="http://www.infotechweb.com">www.infotechweb.com</a>
<b>INTERCOAST COLLEGES</b> 17101 Armstrong Ave., Suite 100 Irvine, CA 92614-5737 (949) 222-0272 <a href="http://www.intercoastcolleges.com">www.intercoastcolleges.com</a>	<b>INTERIOR DESIGNERS INSTITUTE</b> 1061 Camelback Road Newport Beach, CA 92660 (949) 675-4451

# TRAINING PROVIDERS

## 1999 SURVEYED OCCUPATIONS

<b>ITT TECHNICAL INSTITUTE</b> 525 N. Muller Ave. Anaheim, CA 92801 (714) 535-3700	<b>LARSON TRAINING CENTERS</b> 2041 W. Orangewood Ave. Orange, CA 92668 (714) 634-1800
<b>LEHR TRAINING INSTITUTE</b> 4155 E. La Palma Ave., Suite 500 Anaheim, CA 92807 (714) 528-0000	<b>LINOGRAPHICS INC.</b> 770 N. Main St., Suite J Orange, CA 92868 (714) 639-0511
<b>MONTESSORI TEACHER ACADEMY</b> 23311 Muirlands Lake Forest, CA 92630 (949) 855-5630	<b>MONTESSORI WESTERN TEACHER TRAINING PROGRAM</b> 6202 Cerulean Garden Grove, CA 92845 (714) 897-3833
<b>MTI COLLEGE</b> 2011 W. Chapman Ave., Suite 100 Orange, CA 92668 (714) 385-1132	<b>NATIONAL UNIVERSITY</b> 765 The City Drive South, Suite 207 Orange, CA 92868-4942 <a href="http://www.nu.edu">www.nu.edu</a>
<b>NATIONAL UNIVERSITY</b> 3390 Harbor Blvd. Costa Mesa, CA 92626 (714) 429-5100 <a href="http://www.nu.edu">www.nu.edu</a>	<b>NEW HORIZONS COMPUTER LEARNING CENTER</b> 3337 Michelson Drive, Suite 37-1 Irvine, CA 92612 (949) 833-5096
<b>NEWBRIDGE COLLEGE</b> 1840 E. 17 <sup>th</sup> St., Suite 140 Santa Ana, CA 92705 (714) 550-8000	<b>NEWPORT UNIVERSITY</b> 20101 Southwest Birch St., Suite 120 Newport Beach, CA 92660-9711 (949) 757-1155
<b>NEWTON COLLEGE</b> 8762 Garden Grove Blvd. Garden Grove, CA 92844 (714) 530-9288	<b>NOVAQUEST INFOSYSTEMS</b> 19772 MacArthur Blvd., Suite 100 Irvine, CA 92615 (310) 214-4200 <a href="http://www.inetiversity.com">www.inetiversity.com</a>
<b>PACIFIC WEST COLLEGE OF LAW</b> 1380 South Sanderson Ave. Anaheim, CA 92806 (714) 535-5661	<b>PACIFIC COLLEGE OF BUSINESS, INC.</b> 3160 Redhill Ave. Costa Mesa, CA 92626 (714) 662-4402
<b>PRACTICAL SCHOOLS</b> 900 E. Ball Road Anaheim, CA 92805-5915 (714) 535-6000	<b>QPE TECHNICAL INSTITUTE</b> 1558 N. Gemini Place Anaheim, CA 92801 (714) 778-5518



# TRAINING PROVIDERS

## 1999 SURVEYED OCCUPATIONS

<b>SER / JOBS FOR PROGRESS</b> 1243 E. Warner Ave. Santa Ana, CA 92705 (714) 556-8741	<b>SOFT-TRAIN</b> 1820 E. First St., Suite 200 Santa Ana, CA 92705 (714) 973-7122 <a href="http://www.soft-train.com">www.soft-train.com</a>
<b>SOFTWARE EDUCATION OF AMERICA, INC.</b> 265 S. Randolph Ave., Suite J220 Brea, CA 92821-5754 (714) 257-3095	<b>SOUTH BAYLO UNIVERSITY</b> 1126 N. Brookhurst St. Anaheim, CA 92801 (714) 530-9650
<b>SOUTHERN CALIFORNIA INTERNATIONAL COLLEGE</b> 595 W. Lambert Road Brea, CA 92821-3909 (714) 256-8830	<b>SOUTHERN CALIFORNIA INSTITUTE OF TECHNOLOGY</b> 1900 W. Crescent Ave., Building B Anaheim, CA 92801 (714) 520-5552
<b>SOUTHERN CALIFORNIA UNIVERSITY FOR PROFESSIONAL STUDIES</b> 1840 E. 17 <sup>th</sup> St., #240 Santa Ana, CA 92701-2918 (714) 480-0800	<b>SUTECH SCHOOL</b> 1855 S. Santa Cruz St. Anaheim, CA 92805 (714) 939-7860
<b>TECHNOLOGY IN DEMAND</b> 17155 Newhope St., Suite P Fountain Valley, CA 92708 (714) 434-7981 <a href="http://www.wetrain.com">www.wetrain.com</a>	<b>TIMBERLINE CONSTRUCTION EDUCATION CENTER</b> 1801 E. Edinger Ave. Santa Ana, CA 92705 (714) 550-1175
<b>UNION CONTRACTORS LICENSE SCHOOL</b> 8942 Garden Grove Blvd., Suite 212 Garden Grove, CA 92844 (714) 537-5830	<b>UNITED EDUCATION INSTITUTE</b> 595 W. Lambert Road Brea, CA 92821 (714) 672-4778 <a href="http://www.uei.edu.com">www.uei.edu.com</a>
<b>UNITED TRUCK DRIVING SCHOOL</b> 1665 East 4 <sup>th</sup> St., #216 Santa Ana, CA 92701 (714) 667-3940	<b>US COLLEGE OF HEALTH &amp; HUMAN SERVICES</b> 5700 Division St., Suite 100 Fountain Valley, CA 92506 (909) 784-4466
<b>WEBSTER UNIVERSITY</b> 2300 Michelson Dr., Suite 800 Irvine, CA 92612 (949) 250-7855	<b>WEST ORANGE COLLEGE</b> 12865 Main St., Suite 105 Garden Grove, CA 92840 (714) 530-5000
<b>WESTWOOD COLLEGE OF TECHNOLOGY</b> 2461 W. La Palma Ave. Anaheim, CA 92801 (714) 875-6050	<b>WOLDEN MULTIMEDIA INSTITUTE</b> 888 South West St., Suite 430 Anaheim, CA 92808 (714) 563-0863 <a href="http://www.wolden.com/schoolinfo.html">www.wolden.com/schoolinfo.html</a>

---

# TRAINING PROVIDERS

## 1999 SURVEYED OCCUPATIONS

---

### Disclaimer

Inclusion in this Training Directory does not constitute endorsement of an agency's program or the quality of its services, nor does exclusion imply an unfavorable judgement of the contribution an agency may be making to the community. The information presented in this directory was accurate at the time of printing. Changes to programs and phone numbers may have occurred since the initial printing.

**I-TRAIN:** This lists training providers which are approved and monitored through the Regional Vendor Training Directory (**RTVD**) consumer report system, which lists more than 400 providers throughout Southern California. For a complete listing of approved providers, please refer to the **I-TRAIN** Internet web site at:  
[www.itrain.net](http://www.itrain.net)

**Note:** Providers listed here provide support for the 1999 surveyed occupations, however, this is not a complete listing. A complete training provider listing may be accessed through the State Training Inventory (STI) at:

[www.soicc.ca.gov](http://www.soicc.ca.gov)

**ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL**

Whom should we contact with any further questions?

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Occupation: _____		
<b>Does your firm employ any individual performing the duties in the occupation described above?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>If yes</b> , please complete this survey for the occupation described. <b>If no</b> , please return this questionnaire to the above address. If your firm has multiple locations, please confine your answers to locations in <b>your county</b> .		
1. What job title(s) does your firm use for <b>these duties</b> ?	Job Title(s): _____	
2. a. How many employees does your firm currently have <b>in this occupation</b> ?	Number of Employees: _____	
b. <b>In this occupation</b> , how many are:	Number of Males: _____	Number of Females: _____
c. <b>In this occupation</b> , how many current employees are there; and on average, how many weekly hours do they work?		
Regular, Full Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Regular, Part Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Temporary/On Call:	Number of Employees: _____	Average Weekly Hours Worked: _____
Seasonal:	Number of Employees: _____	Average Weekly Hours Worked: _____
3. In your firm, what shifts are available for <b>this occupation</b> ? (check all that apply)	<input type="checkbox"/> Day <input type="checkbox"/> Swing <input type="checkbox"/> Graveyard <input type="checkbox"/> Other: Please specify _____	
4. Has your firm hired <b>in this occupation</b> within the last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, how many were hired to fill: vacancies resulting from promotions within your firm?		_____
vacancies resulting from people in permanent positions leaving your firm?		_____
new permanent positions resulting from growth?		_____
temporary, on call, or seasonal positions?		_____
5. a. During the last 12 months, did your firm's employment <b>in this occupation</b> : (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
b. Over the next 24 months, do you expect your firm's employment <b>in this occupation</b> to: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
6. When you hire applicants for <b>this occupation</b> , is prior experience in this occupation required? If <b>yes</b> or <b>preferred</b> , how much experience <b>in this occupation</b> is required/preferred? Is experience in other occupations accepted?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months) <input type="checkbox"/> Yes <input type="checkbox"/> No Please specify below: Occupation: _____ (months)	
7. If prior experience is required when you hire applicants <b>for this occupation</b> , please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)		
Not Difficult      1      2      3      4      Difficult		
8. If prior experience is <u>not</u> required when you hire applicants <b>for this occupation</b> , please indicate how difficult it is for your firm to find qualified applicants. (Circle one)		
Not Difficult      1      2      3      4      Difficult		

9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted?		<input type="checkbox"/> Yes <input type="checkbox"/> No _____ (months)				
10. Is technical or vocational training required prior to employment in <b>this occupation</b> ? If yes or preferred, what kind of training is required?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months)				
11. What is the minimum level of education your firm <b>requires</b> when hiring an applicant <b>in this occupation</b> ? (Check one).						
<input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study						
12. What is the usual income earned by your firm's employees in <b>this occupation</b> at the following levels of skills and experience?		For other compensation, please indicate the average overall earnings and types(s) of compensation.				
<ul style="list-style-type: none"> <li>New hires, no experience (trained or untrained):</li> <li>New hires who are experienced:</li> <li>Experienced employees after 3 years with your firm:</li> </ul> <p style="text-align: center;">(Please check one)</p>	<u>Base Wage or Salary</u>	<u>Other Compensation</u>	<u>Type of Compensation</u>			
	\$ _____	\$ _____	<input type="checkbox"/> Commission			
	\$ _____	\$ _____	<input type="checkbox"/> Tips			
	\$ _____	\$ _____	<input type="checkbox"/> Bonus			
<input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year		<input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year				
		<input type="checkbox"/> Piece Rate <input type="checkbox"/> Other Specify _____				
13. Are the wages for employees <b>in this occupation</b> subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?			<input type="checkbox"/> Yes <input type="checkbox"/> No _____			
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees <b>in this occupation</b> and which best describes who pays for them:						
	<u>Employer Pays All</u>		<u>Share Cost</u>	<u>Employee Pays All</u>	<u>Not Provided</u>	
	FT	PT	FT	PT	FT	PT
Medical Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sick Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please Specify): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 a. Does your firm ever promote employees <b>in this occupation</b> to higher level positions?		<input type="checkbox"/> Yes <input type="checkbox"/> No _____				
If yes, what are the titles of the positions to which they may be promoted?						
b. What skills are important for career advancement?						
16. What computer software skills, if any, does your firm seek in applicants <b>for this occupation</b> ? (Please check all that apply)						
Specify software names: <input type="checkbox"/> None						
<input type="checkbox"/> Word Processing <input type="checkbox"/> Spreadsheet <input type="checkbox"/> Database <input type="checkbox"/> Desktop Publishing <input type="checkbox"/> Other: _____						
17. What other new skills are needed to perform the duties of this occupation?						
18. When your firm hires employees <b>for this occupation</b> , which are the top <b>three</b> most successful recruitment methods?						
<input type="checkbox"/> In-house promotions or transfers <input type="checkbox"/> Newspaper ads <input type="checkbox"/> Internet <input type="checkbox"/> EDD <input type="checkbox"/> Walk-in applicants <input type="checkbox"/> Colleges/Universities <input type="checkbox"/> School/program referrals <input type="checkbox"/> Union hall referrals <input type="checkbox"/> Employee referrals <input type="checkbox"/> Private employment agencies <input type="checkbox"/> Trade journals <input type="checkbox"/> Other (Please specify): _____						
19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:		<input type="checkbox"/> Yes <input type="checkbox"/> No _____				
Would you like to receive a complimentary copy of the survey results for this occupation?			<input type="checkbox"/> Yes <input type="checkbox"/> No			

**THANK YOU FOR YOUR COOPERATION !**